

Job Description

IT Infrastructure Engineer

INTRODUCTION

OUR VISION

Careers focussed education inspiring learners to create their future.

OUR MISSION

To deliver outstanding technical and professional learning, which raises aspirations, develops skills and creates futures

OUR VALUES

Defining our values:

EXCELLENCE

- The quality of being **outstanding** or extremely **good**.
- Having outstanding **features** and/or **qualities**.

We show excellence by:

- Having high aspirations and expectations for ourselves and those around us.
- Celebrating and valuing expertise and mastery at all times.
- Recognising that personal responsibility affects our ability to fulfil our potential, embracing opportunities to grow and develop our knowledge and understanding.

Waltham Forest College 

Defining our values:

INCLUSION

- Including **all types** of people and ideas, treating them **equally** and **fairly**.
- Providing equal access to **resources** and **opportunities**.

We show inclusivity by:

- Ensuring that everyone feels welcomed and valued and is allowed to be their true, authentic self.
- Not just recognising, but celebrating the diversity of our community, ensuring that everyone has a voice.
- Making sure that everyone has equal access to what the College does.

Waltham Forest College 

Defining our values:

INTEGRITY

- The quality of being **honest** and having **strong moral** principles.

We show integrity by:

- Acting with honesty at all times, taking responsibility for our own actions.
- Always doing the right thing, especially when no one is looking.
- Demonstrating professionalism, working to fulfil our moral purpose - especially when times are challenging.

Waltham Forest College 

JOB DESCRIPTION

This Job Description sets out the organisational position, reporting lines, key accountabilities and relationships.

Post	IT Infrastructure Engineer
Department	IT
Pay Spine	PO4
Post Reports To	Deputy Head IT Services

POST OUTLINE:

To assist in the system management of server, cloud, desktop, application and network infrastructure of the College. The postholder will play a key role in the administration, security, resilience and continuous improvement of the College's IT systems. The post holder will provide 2nd and 3rd line support, lead on Microsoft 365 administration and cyber security operations, and ensure reliable, secure access to systems for staff and learners.

MAIN TASKS:

1. A significant focus of the role will be Microsoft 365 administration, endpoint management, security monitoring and network infrastructure.
2. Advice and assistance to resolve operational problems, including fault diagnosis, maintenance, configuration, installation and to ensure efficient operation of the IT systems infrastructure.
3. To protect the college IT systems against cyber security attacks and monitor appropriate backup and disaster recovery systems, including proactive security operations, threat response, and adherence to best practice cyber security frameworks.
4. To implement effective documentation, monitoring and change control procedures for the IT systems and related infrastructure.

JOB ACTIVITIES:

1. To promote the highest possible standards in customer care, equal opportunities and health and safety practices for the benefit of learners and the wider community served by the College.
2. To safeguard and promote the welfare of children, young people and vulnerable adults served by the College.
3. To contribute to the operation of the working schedules and activities of the IT Support department and assist in maintaining an appropriate level of service commensurate with current Service Level Agreements. Provide 2nd and 3rd line

technical support across server, desktop, cloud, application and network environments

4. Administer and secure the College's Microsoft 365 tenant, ensuring availability, security and compliance.
5. Manage endpoint devices and mobile device management (MDM) using Microsoft Intune.
6. Protect College systems against cyber threats through proactive monitoring, prevention, detection and response controls.
7. Administer and monitor security tooling including Microsoft Defender for Endpoint and Managed Detection and Response (MDR) services via security operations centre (SOC) services.
8. Support and maintain Cisco-based network infrastructure, ensuring secure and resilient connectivity.
9. Maintain disaster recovery, business continuity, backup and incident response procedures.
10. Ensure effective system documentation, change management, monitoring and audit controls are in place.
11. To assist in the management, configuration and administration of all servers, desktops and applications. Ensure that the College requirements for quality and continuity of service are fully met.
12. Maintain the College Cyber essentials requirements by applying security updates and patches to fully protect the college systems against cyber security threats.
13. To manage the Helpdesk system for day to day operation within the IT Services team in accordance with College policies, procedures and SLA, including allocating, completing, monitoring and supervising day to day calls.
14. To manage College IT systems, networks, servers, desktops, security, IWB systems and telecommunications to ensure that College requirements for quality, continuity of service and continuous improvement are fully achieved.
15. To plan, organise, deliver and monitor a customer-focused IT Support Service in the College, liaising with Managers and service users as appropriate
16. To be responsible for conducting and participating in regular team meetings and attending other College and external meetings as required.
17. To ensure maximum availability of computer systems throughout the College, for both staff and students, including desktop systems, networks, servers, telecommunications and IT security.

18. To be responsible for scheduling IT Support staff to support College-wide activities as appropriate, including enrolment periods, examinations, open events, etc.
19. To assist in providing on-going technical support and help-desk operations and service enquiries from users of the College systems
20. To assist in the development and monitoring of specific projects connected with new service development as directed by the Deputy Head of IT Services
21. To receive the delivery of IT stock and equipment, security mark it and ensure it is entered into the appropriate inventory
22. To assist in monitoring and reporting on compliance with software and hardware licence agreements
23. To monitor all communications, network and data services, hardware, software and associated maintenance and contractual undertakings
24. To prepare and maintain clear and accurate documentation of systems and procedures within IT areas and ensure confidentiality and security of all documentation and other information linked to students and staff is in line with current legislation and working practice guidelines.
25. To provide technical and software support to users and assist in the backup and business continuity procedures for the College.
26. To be prepared to work occasional unsociable hours in order to maintain an appropriate level of support for service users. This will include remote patching and backup during weekends and evenings.

Waltham Forest College commitments

Waltham Forest College aspires to be an outstanding College and in recognition of the crucial role that members of staff play, individually and collectively, in achieving and maintaining high standards all employees are required to:

Be a positive ambassador for the College at all times.

To adhere to the College's policies, procedures and practices regarding the safeguarding of learners, including attendance at training and updating sessions as required and responding appropriately and supportively to any issues associated with safeguarding.

Adhere to the College policies, codes, procedures and frameworks.

Undertake continuing personal and work related professional and skills development.

Work collaboratively with colleagues across the College as a whole so as to support the achievement of the College goals.

Be a positive role model in terms of supporting and promoting equality & diversity.

Understand and actively support the College's approach to health and safety and, in particular, to take into account the duty of care for others and oneself in all day to day actions.

Challenge unacceptable behaviour (such as, for example, discriminatory language, not wearing College ID, shouting or playing loud music in corridors, spitting or swearing) whilst not putting one's personal safety at undue risk.

Make an active and positive contribution to team meetings, one to one sessions with line managers and the appraisal process

In recognition of the ever-changing environment in which the College operates, the contents of this job description will be the subject of regular review in consultation with the post holder

Person specification

Essential/Desirable criteria will be identified at*			
	AF	I	A
EDUCATION AND TRAINING			
• Level 2 (or above) English qualification	E		
• Level 2 (or above) maths qualification	E		
• Degree level 4 & 5	E		
• Attended training courses on Cyber Security/Microsoft 365/Cisco systems and 365, or equivalent experience	E		
• Evidence of continuous professional development	E		
EXPERIENCE			
• Substantial Experience of large Microsoft networking infrastructure	E	E	
• Substantial experience of server system installation & configuration, including Office 365 and Intune MDM	E	E	
• Windows Server 2016/2019 and windows 11 Desktop	E	E	
• Experience of Campus wide network switches and wireless networks	E	E	
• Windows Active Directory and GPO	E	E	
• Experience of SQL client/server applications	D	D	
• Experience of scripting including PowerShell	D	D	
• Backup / Disaster Recovery and cyber Security including Cyber essentials accreditation	E	E	
• TCP/IP, DNS, DHCP, WINS	E	E	
• Broad experience of remote access	E	E	
• Experience of VoIP telephony system	D	D	
• Experience of networking including fiber and copper cabling infrastructure	D	D	
• Experience of Cisco Core switching including edge and core switches	D	D	
• In-depth knowledge of Desktops imaging\desktop virtualization	E	E	
SPECIAL ABILITIES AND APTITUDE			
• Manual handling of IT equipment - successful candidate must be able to lift and move equipment	E	E	
• To be willing and able to travel and work across different sites	E	E	
OTHER REQUIRMENTS			
• Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults	E	E	
• Commitment to working with diversity and a range of ability levels	E	E	
• Commitment to the highest possible levels of health and safety for Manual handling of IT equipment - successful candidate must be able to lift and move equipment students, staff and others	E	E	
• Flexible approach to hours and duties		E	
• Ability and willingness to undertake continuous professional development	E	E	
• To have strong sense of purpose and the drive to achieve agreed goals		E	

* **Key:** AF = Application Form, I = Interview, A = Assessment

