



IT Infrastructure Specialist



www.pinnaclelearningtrust.org.uk

We are delighted you have expressed interest in a vacancy with The Pinnacle Learning Trust. Should you have any questions over the position or the application form, please contact the Human Resources Department for assistance on 0161 287 8001.

All completed applications must be returned by 12 noon on the closing date on the advert to:

hr@pinnaclelearningtrust.org.uk

We cannot accept information held on CV's and therefore your application and accompanying statement must show all information about you and how you meet our requirements, using the job description and person specification will assist you with this (Please provide a day-time contact number on your application form).

You should remember to include information on all your previous employment roles and qualifications gained from secondary school onwards, covering any gaps in employment which are longer than 2 months, detailing what you were doing and how you were supported.

Teaching staff roles only are requested to provide results from the last three academic years within the application process.

In the meantime, may we take this opportunity to thank you for your interest in working with us and we look forward to receiving your completed application.

Best Regards,

The HR Department.

*If you require this or any of the documents in an alternate format please contact a member of the Human Resources Department.

IT Infrastructure Specialist

The Central IT Services department is responsible for the installation support and maintenance of IT systems in each of the academies. Currently this consists of four disparate networks, based on Windows, with a mixture of Hyper-V and VMWare virtualisation and a variety of hardware server and storage platforms.

Google Workspace has been implemented, with projects underway to migrate each academy to GMail and Google Workspace as required. A wide variety of infrastructure hardware is in use, with a Connect the Classroom project underway at each academy to implement a new Cisco Meraki wireless infrastructure. At Oldham Sixth Form College each student and member of staff has been issued with an individual Chromebook (or laptop) to promote independent learning and online availability.

As a department we are keen to advance the systems used to benefit from the opportunities available with the latest technology, and are actively looking at ways to move core services into the cloud. We are currently investigating ways in which the independent networks of the academies can be brought together to improve management and collaboration.

We are looking for an enthusiastic Infrastructure Specialist to lead on the implementation of new technologies, advising on their benefits and keen to push forward the quality of the IT provision across the Trust.

The Central IT Services team support all of the Trust's academies and are based mainly at OSFC and Hathershaw. The team comprises:

- Trust Head of IT Services and Data
- Trust Deputy Head of IT Services
- IT Infrastructure Specialist
- Lead IT Technician
- IT Technician (2)
- Junior IT Technician (4)



IT Infrastructure Specialist – Pinnacle Learning Trust

Main Purpose of the post

The purpose of this role is to work with the Trust Deputy Head of IT Services on projects requiring specialist knowledge, excellent analytical skills and problem solving abilities. Implementing systems to improve the management and security of the Trust IT networks and end user environments, working towards and maintaining Cyber Essentials certification as appropriate.

The main focus of the role is implementing and maintaining systems and technologies such as (but not limited to): Windows Server, Azure, Intune, VMWare, Hyper-V, Windows OS deployments, application packaging and deployment, remote access, Google Workspace, network firewalls and switches.

Additionally, providing expert technical skills to support the team in supporting the users of Trust IT systems.

Summary of Main Duties and Responsibilities

Specific Responsibilities:

- Take responsibility for assigned projects, acting as an escalation point for IT Technicians.
- Collaborate with external suppliers on the design, implementation and maintenance of network infrastructure (wired and wireless).
- Administer Azure, Intune, Active Directory and other systems.
- Setup and manage network devices including; firewalls, routers, switches.
- Administer storage systems (SAN, NAS, Server storage, cloud storage), to guarantee data availability, scalability and integrity.
- Implement and manage virtualization technologies (VMware, Hyper-V) to optimise resource utilisation and enhance system adaptability.
- Develop and uphold comprehensive backup and recovery strategies to safeguard data and ensure business continuity.
- Ensure infrastructure and devices adhere to security standards and best practices. Implement proactive security measures to protect against threats and vulnerabilities.
- Monitor network performance, addressing connectivity challenges as they arise
- Ensure latest OS and application updates are deployed to all devices (server and end user); creating and maintaining systems for Windows OS deployment
- Actively maintain a knowledge of the latest security best practices, and advise on their implementation.
- Administer the implementation of service continuity systems and contribute to the development of the related policies and procedures.
- Regularly utilise vulnerability management tools to identify security vulnerabilities and action solutions.
- Contribute to the development of system automation.
- Maintain accurate operational procedures and system documentation.
- In the event of an emergency or critical IT failure, work outside normal working hours to troubleshoot and resolve any major issues.

Requirements of all PLT Staff:

- To promote and uphold the PLT Mission Statement, Vision and Values.
- To comply with MAT level policies and procedures or those relevant to an individual PLT Academy, including those relating to health and safety, safeguarding, welfare and security.
- To work positively and inclusively with colleagues, students, parents and other partners, showing awareness of and consideration for all protected characteristics.
- To attend briefings and staff meetings as required.
- To participate in Performance Management Processes, undertaking professional development and training as required.
- To be a positive role model and take responsibility for promoting good standards of behaviour and conduct in students.
- To undertake other duties that are in accordance with the purpose and grade of the post as agreed with the Executive Principal or Principal of any PLT Academy.

Relationship to other posts within the PLT

Supervision given to: Trust IT Services Technicians

Supervision received: Trust Deputy Head of IT Services
Relevant Senior Leaders/Managers at the PLT Academies

Job Specification Review Cycle	Date	Initials
New Job Description	August 2023	JAE/PVM

PERSON SPECIFICATION: IT Infrastructure Specialist

This person specification will be used in shortlisting and interview to select the best candidate. Each applicant should therefore address the person specification in their written application and where appropriate should give examples of how you meet the criteria.

	Essential	Desirable	Method of Assessment
Experience			
Minimum 4 years' experience working in an IT Services environment.	✓		Application/Interview
Experience of administering Microsoft systems: Active Directory, Azure, Intune	✓		Application/Interview
Experience of using Azure, Intune, to secure access to Trust systems	✓		Application/Interview
Experience of configuration and installation of network devices (firewall, routers, switches)	✓		Application/Interview
Experience of providing an IT support service in an education setting.		✓	Application/Interview
Experience interpreting vulnerability reports and implementing patches or fixes.	✓		Application/Interview
Experience of achieving Cyber Essentials		✓	Application/Interview
Skills and Knowledge			
Excellent technical skills in:			
<ul style="list-style-type: none"> • Windows Server 	✓		Application/Interview
<ul style="list-style-type: none"> • Server Virtualisation (Vmware or Hyper-V) 	✓		Application/Interview
<ul style="list-style-type: none"> • Active Directory & Azure administration 	✓		Application/Interview
<ul style="list-style-type: none"> • Microsoft technologies; Exchange, Azure, Intune, Conditional Access 	✓		Application/Interview
<ul style="list-style-type: none"> • Software update management 	✓		
<ul style="list-style-type: none"> • Google Workspace administration 	✓		Application/Interview
<ul style="list-style-type: none"> • Network Infrastructure configuration; Firewall rules, switch configuration. 	✓		Application/Interview
Knowledge of data security issues and technologies to protect enterprise IT networks.	✓		Application/Interview
Analytical skills to investigate complex problems and information, drawing conclusions and recommendation for action.	✓		Application/Interview
Knowledge of cloud based data storage and connectivity	✓		Application/Interview
Strong organisational and time management skills.	✓		Application/Interview
Excellent written and verbal communication skills and ability to communicate effectively with learners, staff and outside agencies with confidence, tact and diplomacy.	✓		Application/Interview
Education and Qualifications			
Minimum Level 2 qualification in numeracy and literacy (i.e. GCSE Maths and English at grade c or above) or able to demonstrate level of ability.	✓		Application
Relevant Degree or equivalent qualification	✓		Application
Industry recognised qualifications such as those accredited by Microsoft or Cisco.		✓	Application

First Aid qualification or willingness to undertake the qualification.		✓	Application/Interview
Attitude and Personal Qualities			
Accuracy and attention to detail.	✓		Application/Interview/References
Ability to work on own initiative and have confidence in dealing with problems as they arise in a professional manner.	✓		Application/Interview/References
Ability to multitask, work under pressure and organise the work of self and others in order to meet deadlines.	✓		Application/Interview/References
A proactive approach and ability to innovate and initiate change, and convince others of the need for change.	✓		Application/Interview/References
Ability to lead and influence others.	✓		Application/Interview/References
Excellent interpersonal skills and ability to establish and maintain excellent working relationships with others.	✓		Interview/References
An enthusiastic and flexible approach to working routines and practices.	✓		Application/Interview/References
Ability to work flexibly, including working outside normal college hours to troubleshoot and resolve any major issues.	✓		
Understanding of the principles of confidentiality and the ability to handle sensitive data appropriately.	✓		Application/Interview/References
Patience and ability to remain calm.	✓		Interview/References
Commitment to ongoing professional development and staying abreast with developments in the field.	✓		Application
Commitment to equality of opportunity and anti-discriminatory practice.	✓		Application/Interview
Suitability to work with children.	✓		Enhanced DBS clearance/References
Sensitivity to community issues.	✓		Application/Interview
Empathy with the 16-19 year age group and the provision of a quality service for young people.	✓		Application/Interview



To find out more or to apply:

pinnaclelearningtrust.org.uk

hr@pinnaclelearningtrust.org.uk

0161 287 8001


 **@WernethPS**

 **@HathershawC**

 **@osfc_info**

 **@WernethPrimarySchool**

 **@hathershawcollege**

 **@OldhamSFC**

 **@HathershawCollege**

 **@OldhamSixthFormCollege**



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