



# EATON HOUSE SCHOOL

## IT ENGINEER

**Required for an Immediate Start/Start as soon as possible**

Eaton House Schools is part of the Dukes Education family. Dukes IT service facilitates world class education - the pursuit of an extraordinary life for our students. Everything that we do, we place the experience of our community of users first. We do this through the purposeful provision and improvement of technology solutions, whilst ensuring and promoting the safe responsible usage of technology. Eaton House Schools consist of five schools across two sites, one based near Sloane Square Belgravia and the other near Clapham Common. There is a total of 850 students, from Nursery to Prep level, and approximately 220 staff. However, support to the students is usually provided by the Teachers, while the IT Engineer will support the staff. There will be the need to work across both sites. Weekly presence will be negotiated with the school's management. There will likely be a requirement to travel between the two sites on occasion.

The IT environment is going through a major transition to Microsoft cloud services. The current IT Engineer is being supported by an MSP providing remote desk and infrastructure support (24/7 monitoring and alerting of the core IT services and systems). The MSP, along with the onsite IT engineer and Group IT, are defining the IT roadmap and strategy to simplify and improve the resilience of the IT services.

*Eaton House Schools and Dukes Education are committed to safeguarding and promoting the welfare of children, and applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service.*

### **Job Purpose**

The IT Engineer is a pivotal role that will play a crucial part in the delivery of EHS IT services and in the implementation and delivery of the right support services and projects. Working closely and reporting to the Bursar and senior management teams, the IT Engineer will be responsible for the management of all aspects of EHS' computer network infrastructure & connected devices, and to drive their own initiatives to resolve problems and propose solutions.

The IT Engineer will be responsible for hands-on support to all users with their IT requirements, manage and coordinate the activities of the MSP, ensure tickets are being allocated and resolved by the remote desk within SLA and that users receive a timely and quality IT support. He/she will also manage the projects, procurements, third party suppliers, and discuss IT requirements.

The IT Engineer will have to demonstrate excellent organizational skills and a positive proactive attitude to: changing priorities, self-learning of new technologies, improving their own management skills, improving communication and collaboration with internal staff and suppliers, and managing relations with key stakeholders. The IT Engineer will be responsible for providing and clearly communicating business cases and project proposals to the school's senior leadership. He/she will be constantly supported by Dukes IT managers and will coordinate with them on key projects, strategic decisions and major issues. The responsibilities of the IT Engineer may change depending on the schools' requirements.

## **The Role**

### **Key Responsibilities**

- Ownership of the IT function across the school including 1st/2nd/3rd line support, provision and maintenance of all the school's IT systems, network, and communications infrastructure on a day-to-day basis.
- Management of 3rd party suppliers and MSP's projects and activities
- Managing and implementing IT Infrastructure, systems and processes such as provisioning and migrating servers, OS upgrades, database implementation.
- Managing and maintaining the IT infrastructure consisting of Windows servers, virtual servers, storage devices, network switches and routers, WiFi network, firewall devices, Active Directory domain and other systems
- Deploying & managing end-user hardware: provisioning, updates, security, connectivity, and configuration (Windows 11/Mac/iOS/Android/ChromeOS)
- Supporting (in coordination with the Data Manager) business critical applications including the school's MIS (iSAMS) and safeguarding solutions (CPOMS), educational devices and applications that support the Computing curriculum and whole-school e-learning
- Providing end-user support and training regarding IT software, systems and processes to users in person and remotely
- Procurement of all IT related Hardware, software and devices
- Participate to the IT budgeting process and IT Strategy
- Managing licences and support contracts on hardware and software
- Designing, implementing, and managing all DR/BCP processes
- Managing, maintaining and developing IT security and compliance policies

### **Person Specification**

The ideal candidate is an IT engineer with good technical knowledge of the various key technologies and experienced in managing outsourced services and third-party suppliers.

- Demonstrated experience as IT Engineer in education (preferred)
- Able to work on their own, focused on constant improvements, flexible attitude to work
- Experienced in managing an MSP performances
- Strong customer facing and communication skills. Able to talk in a clear manner to non-technical users, happy to provide end user support as well as to work on complex projects
- Good knowledge of Office 365 and MS Azure cloud services
- Windows Server background with full knowledge of AD, DNS, DHCP, HyperV etc.
- Strong knowledge of End User Devices (Windows laptop/desktop, Tablets)
- Knowledge of media Audio/Visual devices for education (Projectors, interactive displays, etc...)
- Networking: knowledge of switches, routes, Wireless APS, LAN/WAN, TCP/IP, DNS, VLAN, VPN, SSL & IPSec
- Experience of providing training and development to non-technical users
- A people person with the ability to communicate effectively and inspire confidence
- Security – Firewall, AV, WebFilters, security policies
- Experience with VOIP Comms and other telephony
- Good organisational skills and basic knowledge of project management, IT service management (ITIL)

### **Remuneration and Benefits**

This post is available for an immediate start.

Salary: £47,000 - £50,000 (Dependent on experience)

Annual leave: 25 days per annum.

Eaton House offer a generous staff discount on pupil fees. Further information on how this works can be obtained from the Finance Team.

The school operates a contributory pension scheme which is open to all members of staff.

School lunch is provided during term-time.