

JOB DESCRIPTION AND PERSON SPECIFICATION

<u>Job Title:</u> T2 Technical Support Engineer	<u>Job Family:</u> Organisation Support
<u>Academy:</u> Core Team	<u>Grade:</u> I (pts. 29-33)
<u>Responsible To:</u> ICT Service Delivery Manager	<u>Hours / Weeks:</u> 37 hours per week All year round
<p><u>Overall Purpose of Job:</u></p> <p>As a T2 Technical Support Engineer, you will be responsible for the effective and efficient support, and monitoring of all Trust related ICT equipment and related resources to ensure a robust and efficient service is provided to those with administrative, data processing and teaching and learning responsibilities within the Delta Network. You will operate as a T2 Technical Support Engineer working on the Trust Service Desk, having responsibility of 1 or more Core systems, within the Delta network. You will primarily be working with the central ICT team based at Head Office, as well as visiting the academies on a priority basis so ability to travel and work across the Trust is essential. As part of the Trust’s central ICT team, you will join a growing dynamic team of committed technicians, engineers, and support staff to deliver ICT solutions across the Trust.</p>	
<p><u>Main Responsibilities:</u></p> <p>Server and Infrastructure support</p> <ol style="list-style-type: none"> 1. You will manage and ensure the maintenance of all aspects of the basic ICT hardware infrastructure requirements for sites 2. You will manage and ensure the maintenance of all aspects of the basic ICT software infrastructure requirements for sites, including but not limited to: <ol style="list-style-type: none"> a. Software installation/updates b. Server resource monitoring c. Establishment of network shares, access rights etc. d. Proactive monitoring of system use/abuse e. Cloud based systems <p>Health and Safety</p> <ol style="list-style-type: none"> 3. Working with the Trust’s Core ICT team, you will manage and monitor risk assessments as appropriate and revise relevant processes and procedures as needed 4. Working with the Trust’s Core ICT team, you will manage and monitor the training of all Delta staff with regard to the Health and Safety implications of ICT equipment use 5. You will ensure conformity with any relevant ICT related Health and Safety issues. <p>Desktop and application support</p> <ol style="list-style-type: none"> 6. Working with the Trust’s Core ICT team, you will manage and monitor an effective and efficient Desktop and Application Support programme, including but not limited to: <ol style="list-style-type: none"> a. Software installation b. Device peripherals c. Detection, diagnostics and resolution of access issues d. Detection, diagnostics and resolution of application issues 	

Continuity, maintenance, and security

7. You will design, develop, manage, and monitor processes and procedures to ensure the effective and efficient management of all risks associated with ICT, including but not limited to:
 - a. Proactive maintenance schedules
 - b. Active Directory Management
 - c. Backup systems
 - d. Virus & anti-malware protection systems
 - e. User access and security systems
 - f. Data protection policy adherence

Support request management

8. You will interpret, manage, and monitor logging information systems in order to produce summary reports and recommend causes of action which enhance the use and effectiveness of the ICT systems
9. You will prioritise the resolution of system problems and incidents and determine whether internal or external resources should be deployed in order to rectify them
10. You will produce regular, timely and accurate system monitoring report information to all relevant stakeholders
11. You will interpret, manage and monitor external third-party service response data and summarise performance effectiveness.

Planning and team management

12. You will supervise and support ICT technical staff within the Trust network, acting as a point of escalation
13. You will allocate, manage, and monitor the tasks amongst IT technical staff in an inclusive manner according to role and skill level
14. You will work closely with the ICT Infrastructure Project Engineer and during busy times allocate additional resource from the technical staff within the Trust network to support projects for a temporary period
15. You will contribute to the identification, management, evaluation and implementation of suitable hardware and software solutions
16. You will contribute to knowledge transfer across the ICT team where appropriate, including but not limited to:
 - a. Shadowing
 - b. Creating guides/tutorials
 - c. Presenting in groups
 - d. On the job training
 - e. Updating core documentation
17. You will contribute to the design, development, and implementation of working practices and procedures that enhance the impact of ICT services in the efficient delivery of management information and supports the learning and teaching within the Academies
18. You may contribute to the financial planning, estimating and budgeting of ICT specific requirements

General

19. You will be aware of and comply with policies and procedures relating to child protection, inclusion, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person without delay.
20. You will participate in training and other learning activities and performance development as required.
21. You will ensure you carry out your role in a way that demands high standards whilst supporting inclusion and welcoming diverse thinking.
22. You will ensure strict confidentiality in all areas of work.
23. You will work and process personal and sensitive information in accordance with the Data Protection Act 2018 and the UK General Data Protection Regulations (UK GDPR).
24. You will ensure work is conducted in a way that protects the safety and security of information (e.g., strong passwords, reporting breaches, securing paper records, securely disposing of records).

25. You will understand and comply with the statutory guidance regarding safeguarding of children, always ensuring the safeguarding and promotion of children's welfare, reporting any concerns to the Designated Safeguarding Officer at once.
26. You will always comply with the Trust's policies and procedures.
27. You will undertake other reasonable duties (with competence and experience) as requested, in accordance with the changing needs of the team and organisation.

Knowledge, Skills and Experience

Essential

- Working knowledge of network systems, installation, maintenance and adaptation (A, I, R)
- Proven knowledge and experience of operating with Windows Desktop and Server (A, I, R)
- Proven knowledge and experience of Microsoft System Center Suite (A, I)
- Strong knowledge and experience of network and application security (A, I, R)
- Proven experience of wireless networks (A, I)
- Strong knowledge and experience of backup systems, solutions and best practice (A, I, R)
- Proven experience of group policy (A, I)
- Proven knowledge and experience of software packaging and deployment (A, I)
- Strong knowledge and experience of VoIP systems (A, I)
- Strong knowledge and experience of Cloud based solutions (A, I)
- Proven knowledge and experience with Google GSuite/Chromebooks (A, I)
- Proven knowledge and experience with MDM mobile device management (A, I)
- Strong knowledge and experience of Active Directory (A, I)
- Excellent communication and interpersonal skills (A, I, R)
- Proven ability to fault find and problem solve (A, I, R)
- Demonstrates consistent good working practice in handling of ICT equipment (A, I, R)
- Proven ability to work creatively with others to deliver agreed outcomes and contribute effectively to team working (A, I, R)
- Proven ability to work effectively with minimal supervision (A, R)
- Proven understanding of when to consult, make decisions and escalate (A, I, R)
- Proven ability to communicate effectively to a range of stakeholders (A, I, R)
- Proven ability to effectively manage workload and priorities to meet deadlines (A, I, R)
- Strong understanding of health and safety issues and good practice (A, I)
- Successful experience of working within a tiered ICT service (A, I, R)
- Has own transport and valid driving licence to enable travel between sites as required (A, C)

Desirable

- Networking or computer engineering qualification at a minimum of HND level (C)
- Proven knowledge and experience of networking equipment (e.g., Cisco, Meraki, HP) (A, I)
- Proven experience of supervising and coordinating a group of ICT Technicians (A, I, R)
- Proven ability to work effectively with young people as individuals and in groups (A, I)
- Proven experience in the design, installation, maintenance and repair of ICT equipment across a large organisation (A, I, R)
- Successful experience of working within an education environment (A, I, R)

Key: C – Certificate; A – Application Form; I – Interview; R - Reference

Behaviours

- Creative
- Flexible
- Innovative
- Team player
- Positive
- Problem solver
- Inclusive
- Clear communicator
- Organised
- Adaptable
- Solution focused

Contacts and Relationships:

Managers - in daily contact with senior leaders/Principal within the academies

Support Staff – in regular contact with support staff who are involved in ICT, site supervision and health and safety

Trust Staff – in regular contact with Trust staff within ICT and facilities.

External – in regular contact with suppliers, contractors as required.

Note:

This job description is provided for guidance only and does not form part of the contract of employment.

The post holder will be subject to an enhanced DBS check