

# ABBEY COLLEGE MANCHESTER

## Job Description & Person Specification

**Job Title:** IT Operations Engineer

**Reports to:** Group Head of IT

**Location:** 2 Days (0.4 FTE) per Week on-site at Abbey College Manchester (Exact Days / Shifts are flexible)

**Contract Type:** Permanent

**Salary:** £35-40,000 (FTE)

**Hours:** 7.5 hours per day

**Holiday Entitlement:** 25 days per annum and bank holidays (Pro-rata for part-time staff)

### Overview of the role

Reporting to the Group Head of IT, you will be the key point of contact for technical support within the college, managing and resolving IT issues efficiently. Responsibilities include troubleshooting hardware and software problems, maintaining the IT asset register, assisting with system installations, and supporting the implementation of IT strategies. This hands-on role requires strong technical skills, excellent communication, and a proactive approach to problem-solving to ensure that staff and students have reliable and secure access to IT resources.

### Key responsibilities

- Provide technical advice in support of the resolution of IT incidents.
- Work with the Service Desk to ensure escalated IT issues are resolved within their SLA.
- Work with the Group IT Team in implementing IT systems.
- Document the setup and configuration of all IT systems bespoke to the college.
- Manage IT incidents in a structured way using the Service Desk tool.
- Manage IT problems to resolution.
- Ensure IT changes are managed in a structured way and documented.
- Advise on system enhancements and make recommendations for improvements or replacements.

- Support the deployment of college systems as required.
- Provide advice and guidance on the use of IT systems to staff and students.
- Ensure IT documentation and asset lists are kept up to date.
- Assist in the design, implementation and management of a comprehensive Disaster Recovery Plan.
- Assist in the selection and acquisition of computer hardware, software and third-party application packages.
- Ensure ADCL policies are adhered to, with a focus on IT and data security.
- Ensure local college policies and procedures are in place to maintain fully operational, robust and secure ICT systems.
- Work flexibly as required in support of the duties of the role.

## **Skills Required**

### **Technical Skills**

- Strong technical skills, specifically in the use of:
  - M365
  - Windows 10 / 11
  - Windows Server 2016 and above administration
    - Active Directory, DNS, DHCP and Group Policy
  - Entra ID
    - Identity and access management and synchronization with on-premises AD.
  - Intune Device Management
    - Configuration profiles and App distribution.
  - Networking
    - LAN/WAN troubleshooting, VLAN configuration and Wi-Fi management

### **Soft Skills**

- Strong educational focus.
- Attention to detail.
- Excellent communicator.
- Customer focused.
- Excellent oral and written communication skills.
- Analysis skills.
- Strong verbal reasoning ability.
- Technologically agile.

### **Desirable Skills**

- Knowledge of compliance requirements for colleges (GDPR, safeguarding, etc.).

- Experience with hybrid learning solutions and tools like Microsoft Teams for Education.
- Familiarity with other MDMs or educational-specific platforms (e.g., SIMS or Arbor).
- Understanding of IT procurement and budgeting processes.

## **Experience required**

- A strong technical understanding of IT systems.
- Proven experience of server and network infrastructure support.
- Experience of diagnosing and resolving technical errors.
- Experience of providing advice and guidance to users in their use of IT equipment.
- Experience of implementing IT system changes.
- Experience in the education sector would be beneficial but is not essential.

The above lists are not exhaustive and you are required to undertake such duties as may reasonably be requested within the scope of the post. All employees are required to act professionally, co-operatively and flexibly in line with the requirements of the post and Abbey DLD Group of Colleges.

## **Benefits**

- 25 days annual leave, plus bank holidays
- Employee Assistance Programme
- Group Personal Pension Plan (7% employer contribution)
- Discounted school fees
- Regular social events
- Season Ticket Loans
- Eye Care
- Gym Scheme
- Workplace Nursery Scheme
- Cycle To Work Scheme

## **Safeguarding**

We are committed to safeguarding and promoting the welfare of children and young people and as an employee of ADC you will be expected to share this commitment. The protection of our students' welfare is the responsibility of all staff and individuals are expected to conduct themselves in a way that reflects the principles of our organisation.

## **Equal Opportunities**

We are committed to equality of opportunity for all staff, individuals are supported regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships. You will provide a service which ensures equality of opportunity, promoting and demonstrating the principles of equal opportunity, including encouraging diversity and tackling discrimination and sensitivity to the environment.

## **Corporate responsibilities**

You must at all times carry out your responsibilities with due regard to Abbey DLD Group of Colleges and its policies including ensuring familiarity with the following:

- Child Protection Policy
- Equality and Diversity policy
- Health and Safety policy
- Data Protection and Security policy
- Staff Handbook

Job descriptions should be reviewed on a regular basis and at the annual appraisal. Any changes should be made and agreed between you and your manager.

## **Checks and Training**

All staff require, or will receive, the following training and security checks:

- Enhanced DBS Checks to prove their suitability to work with children in and out of the home environment
- At least two written & verbal references from previous employers asking about suitability for the role
- Full employment history with any significant gaps explained, online search and proof of any relevant qualifications.
- Level 2 Child Protection Training
- Prevent Training
- Equality and Diversity Training
- On-going training

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## **Job Description Agreement**

Job Holder's Name:

Signature:

Date:

Manager's Name:

Signature:

Date: