**Job Description**

**Senior Systems Engineer**

1. **St Francis Xavier College is a Roman Catholic Foundation. All staff should endeavour to maintain and develop the Catholic character of the College in accordance with the directions given by the Governors and, subject to, the directions given by the Principal.**

**B. The College has a strong commitment to equal opportunities and respect for all members of our community regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.**

**C. This post is offered subject to the conditions of service as set out in the agreed contract.**

**D. The College Staff Handbook contains general information about the duties of all members of staff and the policy frameworks of the college.**

**Hours: Full-time** (35 hours a week – all year round)

**Reporting to:** Network and Systems Manager

**Purpose of the Job**

Act in the capacity of a senior systems engineer and to assist in the day-to-day server management, administration and operation of the College ICT Systems. To work with and where required line manage the first line IT Support and other technicians / engineers as directed by the Executive Director BD&P.

**Overview:** Your position is part of the Technical Services (IT) Department. SFX support staff will continue to work flexibly in liaison with each other to ensure an outstanding service is provided to the students and teaching staff. As a member of the Technical Services (IT) Department, you work as part of a cohesive team and will be asked (and trained) to assist your fellow team members with their duties particularly at busy times or when the needs of the college calendar or staff absence dictate. The College remains committed to supporting your work in the Technical Services (IT) Department and if you require further training or assistance with prioritisation or time management, you should discuss these issues with your line manager.

**Main Activities and Responsibilities**

1. Provide second and third level technical support, including technical management and monitoring of ICT resources, diagnosis and resolution of server & network infrastructure, software and hardware faults (including peripherals, systems and servers – physical and virtual). This responsibility also includes ensuring that the IT Support Team can provide expert user support for all software, hardware and operating systems.
2. Line manage and supervise the first line IT support and where required network engineers or technicians day-to-day function, providing training, support and guidance and where required performance manage.
3. Assist the Network Manager to manage, improve and enhance systems, network and security management capabilities, which may include reviewing and upgrading infrastructure systems and software/firmware, and documenting changes.
4. Contribute towards developing innovative and cutting edge solutions in order to make network more accessible, secure, reliable and efficient, and deal with complex problems and assigned issues.
5. Plan, prepare and conduct tests on test systems to aid innovation and to facilitate in identifying ways of improving efficiency and effectiveness in systems operation, and to test new applications before installing on the live system/server.
6. Assist in and where required lead on conducting major changes, enhancements/upgrades, and installation of new products including custom scripts, patches, application upgrades, and performance tuning of SQL, Windows and other operating systems and server applications.
7. Manage and administer, monitor and manage the College backup systems, including regular systems backups, archiving, troubleshooting along with developing and implementing effective recovery processes for network services and core systems (including MIS, HR and Finance).
8. Assist the Network Manager to manage and administer all critical MIS systems. This may include liaising with relevant providers.
9. Assist in and where required lead on developing high system availability to minimise the risk and impact of a serious disaster and threats to continuity.
10. Effectively communicate and astutely present complex and/or sensitive information internally and externally.
11. Liaise with and maintain professional relationships with application vendors, platforms teams, administration and development peers, and network engineers across the industry and through JISC network.
12. Work with the team to maintain the hardware and software database for audit purposes and assist in IT reviews and audits.
13. Maintain documentation of the operating environment and associated infrastructure and facilitate in creating a strong set of documented processes and procedures.
14. Assist with procurement of ITC equipment and where required lead on procurement processes, including negotiations.
15. Provide IT helpdesk support as required.
16. Assist in the facilitation of team meetings.

**Other Duties may include**

1. Provide guidance and support to support technicians/engineers and other colleagues.
2. Attend in-service training to ensure skills are kept up to date and in line with services offered on the computer network e.g. new operating systems/website management

**Occasional duties would include**

1. Assist and where required provide demonstration of computer equipment and software tools to teaching staff and/or students.
2. The porterage of computer equipment and consumables.

**Exceptional duties would include**

1. Assist and where required lead in the preparation of exhibition and displays. This may necessitate evening or weekend work for which time off in lieu or overtime will be paid if appropriate.

**General**

1. To have an awareness of the Technical Services Department’s aims and targets, both short and long term.

2. To contribute to the Departmental SAR on an annual basis in liaison with the Director of Networks and Information Systems (IS) and the team.

3. To assist your fellow team members with urgent priorities, maintaining an overview of their duties to enable you to cover as necessary. Full training will be provided.

4. To engage in CPD as required to enable the post holder to fulfil all the duties of the post.

5. To have an awareness of, and commitment to, the College’s policies on Health and Safety, Equality, Diversity and Inclusion, Prevent and Safeguarding.

6. To support the Ethos and Values of St. Francis Xavier College.

7. Any other duties within the remit of the post as may be required.

**Selection Criteria:**

* + - 1. High level technical network and IT skills appropriate to the tasks outlined (servers, networks, hardware and software support for users, backup routines, telephone system).
      2. Experience of administering and managing a large Microsoft network infrastructure.
      3. Excellent knowledge of core server technologies required including AD, DNS, DHCP, GPO & Printer Management.
      4. Good knowledge and hands-on experience with backup solutions.
      5. Good understanding of networking technologies.
      6. Some practical knowledge of managing VMware vSphere.
      7. Desirable knowledge/skills – SAN, SCCM, Cisco IOS Configuration, Office 365, Certificates, SQL Scripting & management.
      8. Must be capable of working in a team.
      9. Must possess a high level of interpersonal and communication skills.
      10. The ability to motivate team members and provide training and guidance as required
      11. Experience of effective communication with all stakeholders, both written and oral.
      12. A commitment to personal development.
      13. A commitment to the Health and Safety of staff and students.
      14. The ability to work flexibly within the Technical Services Department in line with emerging priorities, the College calendar and staff absence as directed by the Networks and Systems Manager.
      15. A commitment to all College policies to include Health and Safety, Equality, Diversity and Inclusion, Safeguarding and Prevent.