

JOB DESCRIPTION

JOB TITLE	IT Engineer
GRADE BAND	WHF NJC N
RESPONSIBLE TO	Regional Head of IT
DEPARTMENT	WHFIT Support Team

SIGNED	
PRINTED	
DATED	

SAFEGUARDING COMMITMENT

The White Horse Federation is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. If successful in being appointed to a post you will be expected to apply for a disclosure from the Disclosure and Barring Service as well as other employment checks before your appointment is confirmed.

JOB PURPOSE

- To provide meticulous, high quality and technical 2nd and 3rd line IT support
- To take ownership of and be fully responsible for assigned projects to required quality
- To be responsible for IT systems across the central network
- To medicate IT Security risks and take ownership until resolved
- To provide technical support, forums and training to team members
- To provide sickness and annual leave cover when required
- Be proactive in promoting and developing WHFIT

MAIN TASKS, DUTIES & RESPONSIBILITIES

- To actively work with Regional Head's of IT in the development of the central network
- To actively work on all federation networks to ensure they are secure and efficient
- To investigate and highlight areas for development across the IT estate
- Provide effective 2nd and some 3rd line IT support to end users and across the team
- Become the escalation point for team members prior to Regional Head or Director involvement
- To work with team members in resolving issues and promoting best practices in ways to investigate and then resolve problems
- To organise periodic virtual training sessions to share experience, problems, solutions, polices or procedures
- Be accountable for assigned solutions within the central network portfolio
- To actively be involved in the creation, testing and then rollout of federation wide solutions
- Ensure asset lists are maintained for all central network primary schools
- To provide cover for annual leave, sickness and provide support within primary, special and secondary school settings as instructed by Regional Head of IT
- To become an advocate for federation wide solutions
- To ensure all federation networks are using the appropriate solutions for security and safeguarding demonstrating expert knowledge of the solutions

- Ensure all documentation regarding IT systems, solutions and access is recorded, correct and up to date for the central network and federation solutions
- To ensure all IT requests/ work is recorded, replied to and completed in line with teams SLA using IT service desk
- To create and maintain solutions articles on IT service desk
- To take ownership of problems, work independently and use own initiative to seek and then resolve issues before following the escalating procedure
- To help produce and maintain IT statistics and reports
- To be fully engaged in team development, training, and opportunities to voice opinions
- To be fully aware, engaged and adhere to team and TWHF processes and procedures
- The ability to differentiate between prioritising and lower level issues according to needs
- Good multitasking skills
- First Aid and Fire Safety
- To continue personal development as agreed
- To comply with the federations Health & Safety policy and undertake risk assessments as appropriate
- Help with mentoring team members through their personal development goals
- To mentor IT apprentices and junior technicians where appropriate

This role requires:

- a mode of reliable transport as you will be asked to periodically help across all schools within the federation
- a degree of flexibility and willingness to be reallocated as instructed by the Regional Head's of IT
- a flexibility with working hours (some work maybe required outside of normal working hours for vital work, upgrades or fixes)
- desire to ensure tasks and projects are completed to the highest level and in full

ADDITIONAL DUTIES & RESPONSIBILITIES

- The post holder may be required to perform duties other than those given in the job description for the post. The particular duties and responsibilities attached to posts may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and would not of themselves justify the re-evaluation of a post. In cases, however, where a permanent and substantial change in the duties and responsibilities of a post occurs, consistent with a higher level of responsibility, then the post would be eligible for re-evaluation.
- In fulfilling the requirements set out in this job description, the post holder will apply the TWHF's commitment to equality by treating all employees fairly and without discrimination on the grounds of colour, race, ethnic or national origins, sexual orientation, age, marital status, disability, trade union association or religious beliefs.
- In addition, the job holder will respect the need for confidentiality at all times whilst performing the duties of the role.

PERSON SPECIFICATION

Method of Assessment This table indicates the requirements of the role under section to evaluate the competencies in each area as assessed	Essential or Desirable	Application Form	Interview Stage
Qualifications, Education and Training			
Educated to Degree level or equivalent experience	E	✓	
Qualification in networking and/or security	E	✓	
Microsoft MCP qualification	E	✓	
Microsoft Office 365 qualification	E	✓	
Meraki certification	E	✓	
Experience and Knowledge			
Have 3+ years' experience working in an IT Support environment	E	✓	✓
In-depth knowledge and experience with Office 365	E	✓	✓
In-depth knowledge and experience of VMware and Hyper-V technologies	E	✓	✓
In-depth knowledge and experience of IT infrastructure e.g. switching, servers, VLANs, IP networking	E	✓	✓
3+ years of experience with server administration	E	✓	✓
Experience in IT project management	E	✓	✓
Knowledge of Altaro backup solutions	E	✓	✓
Skills and Abilities			
Excellent communication skills, written and oral	E	✓	✓
Excellent customer service skills	E	✓	✓
Ability to promote learning and coaching team staff	E	✓	✓
Ability to drive (must hold valid licence)	E	✓	✓
Excellent communication skills, written and oral	E	✓	✓
Ability to focus the mind on job	E	✓	✓
Excellent will power and self-discipline	E	✓	✓
Ability to work independently	E	✓	✓
Ability to use own initiative	E	✓	✓
Strong attention to detail	E	✓	✓
Well organised and able to maintain a high workload efficiently at a consistently high standard	E	✓	✓
Ability to present information clearly	E	✓	✓
To work without guidance and independently for periods of time	E	✓	✓
Willingness to get the job completed and seen to the end	E	✓	✓
Have strong analytic skills	E	✓	✓
Ability to notice anomalies within IT systems	E	✓	✓
Values and Behaviours			
Flexible approach to work	E	✓	✓
Commitment to customer care	E	✓	✓
Excellent time keeping	E	✓	✓
Self-motivation	E	✓	✓
Passion for IT	E	✓	✓
Ability to take ownership of issues	E	✓	✓
To work without guidance and independently for periods of time	E	✓	✓
Willingness and desire to get jobs completed to a high standard	E	✓	✓
Ability to motivate staff	E	✓	✓
Ability to present information clearly	E	✓	✓
Excellent customer service skills	E	✓	✓
Contacts and Relationships			
Excellent communication skills to relate well with: - Students and adults - Headteacher/ Principals - Governors	E	✓	✓

- Contractors - Parents/ guardians - Visitors to the school - Colleagues			
Physical, Mental and Emotional Demands			
Works with colleagues and some interaction with groups of pupils who may make emotional demands	E	✓	✓
Special Requirements			