

Systems Engineer Role Profile – December 2021

Title Reports to Level	Systems Engineer IT Manager NT 5	Business: Harlow College Location: Harlow, Essex	
ROLE IN CONTEXT	ROLE IN ACTION	NEED TO KNOW	NEED TO BE
<p>Context</p> <p>1. Success To be part of a forward looking FE college, currently a sector leader for student success and value added. We aim to provide our students with “more than a qualification”, providing them with the skills to achieve 1st class destinations and employment.</p> <p>2. Culture To contribute to a result driven operation in a fast paced culture where flexibility, hard work and change are the norm and our 4 core values are:</p> <ul style="list-style-type: none"> • Students at the Heart • Work together, achieve together • Be ambitious, build futures • Respect each other, share similarities & celebrate our differences <p>3. People Individuals not numbers, we believe all our people, both staff and students, have the potential to succeed in whatever they set their minds to and, at Harlow College, everything we do is about getting them there.</p> <p>Purpose and Dimensions</p> <p>1. Job Purpose Participate in the day to day activities of the IT Support team, supporting all college users and their ICT equipment and services.</p> <p>2. Function's Strategy Contribute to the function's strategy which is to maintain ICT equipment and IT services supporting the Teaching and Learning Strategy.</p> <p>Part of a team responsible for the delivery of the College's teaching and learning strategy and 3 year strategic plan</p> <p>3. Key Partners/Relationships: Students and College Staff External Support Providers / Agencies</p>	<p>Core Areas of Responsibility</p> <ol style="list-style-type: none"> 1. Support the management of Server and Desktop Administration for windows system. 2. Control the management of Mac Server and Desktop administration. 3. Be Responsible for the Build, test, deploy OS & software packages using best available technology. Instructing others where needed and updating the knowledge base documents. 4. Verify specifications and compatibility of software packages, update software library and store physical media. 5. Implement and maintain Mobile Device Management and BYOD strategies. 6. coordinate maintenance of security services, (firewalls, anti-virus, Internet and file access controls) though policies 7. Operational management of virtual infrastructure, memory, storage, processor allocation, etc. 8. Oversee installation and management of servers, network services, server applications, EMC storage, print and backup for all systems 9. Maintain Network Active Directory (AD) administration – users, file, print, email, and user access controls/Exchange Server. 10. Investigate high level problems & research solutions, devise workarounds and scripts until fix available. 11. Lead in supporting Hardware and Network teams as required. 12. Research, implement and manage solutions where required to improve the efficiency and effectiveness of the college. 13. Provide coaching for individual staff 14. Use call handling system to record work done and progress on support calls/requests 15. Liaise with vendors and other IT personnel for problem resolution 16. Out of hours support and upgrades as required 17. Work with the Safeguarding and Equality and Diversity Policies. 18. Adhoc duties as required. I.E. Invigilation, open evening and enrolment duties. <p>Critical Success Factors</p> <ol style="list-style-type: none"> 1. Fully engaged with the IT Support processes and procedures 2. Communicate effectively with all users in the course of progressing calls 3. Feedback from users individually and through IT User groups 	<p>Organisational Capabilities</p> <ol style="list-style-type: none"> 1. Ability to work to the standards and set procedures that come with the necessary scrutiny when working in the public sector but in optimum resource efficient ways so as to minimise delays and over-administration 2. Achieves maximum benefit from limited resources 3. Quickly adapts to change and sees it as an organisational 'norm' <p>Be the Expert (technical knowledge, qualifications, experience, occupational competence & requirements, etc)</p> <ol style="list-style-type: none"> 4. Windows & Mac server administration 5. Windows & Mac Workstation Administration 6. Windows Deployment Toolkits & Net install 7. Microsoft system Centre configuration manager 8. Mobile device management 9. Window Group Policy administrator 10. High level of technical knowledge 11. Software product knowledge 12. Hardware product knowledge 13. Virtual systems administration using appropriate tools 14. Service desk theory and practice 15. Excellent organisation and planning and skills that enable efficient and effective installations 16. E–literate skills in Microsoft Office: Word, Excel, PowerPoint 17. Aware of the statutory requirements for Safeguarding and Prevent 	<p>Competencies (core for all HC team members)</p> <p>1. Learning Orientated</p> <ul style="list-style-type: none"> ➤ An active participant in the College's Performance Development process (company appraisal scheme) ➤ Seeks feedback on their own performance from a variety of sources ➤ Shares learning with others ➤ Engages in development activities and achieves tangible progression ➤ Reviews activities/projects and identifies what worked well and what could be improved <p>2. Results Focused</p> <ul style="list-style-type: none"> ➤ Restless bias to achieve exceptional standards and deliver success ➤ Remains focused on the priorities and delivers them relentlessly despite issues that may arise ➤ Resolves issues that affect targets being met <p>3. Quality Minded</p> <ul style="list-style-type: none"> ➤ Is fully engaged with the College's Quality Improvement cycle ➤ Is rigorous in analysis including self assessment ➤ Notices quality performance in others and offers feedback accordingly ➤ Recognises that high quality outputs require high quality inputs and operates accordingly <p>Role Competencies (specific to role)</p> <p>1. User Focused To always see the problem from the users perspective when working on a call and prioritise actions appropriately, balancing other priorities of the service.</p> <p>2. Effective communicator Communicate effectively with users via email, written and spoken and adapt style of communication to suite individual users and circumstances.</p> <p>3. Customer Focus Responds to staff and student issues promptly and positively</p>

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Other College Service Teams External Suppliers	4. Contribute towards improving the performance of the team and maintaining compliance with the SLA targets		