



JOB DESCRIPTION

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| JOB TITLE | Field Engineer |
| DEPARTMENT/SECTION | IT Services |
| LINE MANAGER | Service Coordinator |
| RESPONSIBLE FOR | N/A |

SAFEGUARDING:

Forest School is committed to safeguarding and promoting the welfare of children.

The postholder will be required to;

- Complete an Enhanced Disclosure and Barring Check (DBS).
- Complete Child Protection Training.
- Promote and safeguard the welfare of all children and young persons they are responsible for, or with whom they come into contact.

JOB SUMMARY:

- Build a professional support relationship with staff and pupils while consistently striving to improve the IT experience for users while accomplishing daily tasks.
- Ensure that all support activities and school infrastructure changes are documented accordingly.
- Ensure effective communication with staff, pupils, Forest and Refocus colleagues.

KEY DUTIES AND RESPONSIBILITIES:

Application Support: Deliver management, technical and administrative services to support and maintain live applications.

- Assists with specified maintenance procedures.
- Assists in the investigation and resolution of issues relating to applications.

Systems Installation and Removal: Install and test, or decommission and remove, systems or system components.

- Install or remove hardware and/or software, using supplied installation instructions and tools, including handover to the client.
- Use standard procedures and diagnostic tools to test installations, correct problems, and document results.
- Record details of all components that have been installed and removed. Assists users and follow agreed procedures for further help or escalation.
- Contribute to the development of installation procedures and standards.

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Incident Management: Coordinate responses to incident reports, minimising negative impacts, and restoring service as quickly as possible.

- Ensures that incidents are handled according to agreed procedures.
- Prioritise and diagnose incidents. Investigate causes of incidents and seek resolution. Escalate unresolved incidents.
- Facilitate recovery, following resolution of incidents. Documents and closes resolved incidents.
- Contribute to testing and improving incident management procedures.

Problem Management: Manage the life cycle of all problems that have occurred or could occur in delivering a service.

- Investigate problems in systems, processes, and services.
- Assist with the implementation of agreed remedies and preventative measures.

Customer Service Support: Manage and operate customer service or service desk functions.

- Act as the routine contact point, receiving and handling requests for support.
- Respond to a broad range of service requests for support by providing information to fulfil requests or enable resolution.
- Provide first line investigation and diagnosis and promptly allocate unresolved issues as appropriate.
- Assist with the development of standards, and apply these to track, monitor, report, resolve or escalate issues. Contribute to creation of support documentation.

ADDITIONAL RESPONSIBILITIES

IT Infrastructure:

- Contribute, under supervision, to routine infrastructure management and support.
- Gain understanding of infrastructure components and services by following the activities of experienced colleagues.

Network Support:

- Contribute to the configuration of network components.
- Assist in the investigation and resolution of network problems.
- Assist with specified maintenance procedures.

Configuration Management:

- Apply tools, techniques, and processes to administer, track, log, report on asset components and changes.
- Assist with audits to check the accuracy of the information and undertakes any necessary corrective action under direction.

Service Level Management:

- Monitor and log the actual service provided, compared to that required by service level agreements.

Change Control:

- Apply tools, techniques, and processes to administer, track, log, report on change requests.
- Apply change control procedures for standard, low-risk changes.

Asset Management:

- Use agreed procedures to create and maintain an accurate register of assets.

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- Perform activities related to the administration of assets.
- Produce routine reports to assist asset management activities and decision-making.

Security and Vulnerability Operations:

- Perform simple security administration tasks. Maintains relevant records and documentation.
- Undertake low-complexity routine vulnerability assessments using automated and semi-automated tools.
- Escalate issues where appropriate.
- Contribute to documenting the scope and evaluating the results of vulnerability assessments.

Supplier Management:

- Assist with the collection and reporting of supplier performance data.
- Assist with the routine day-to-day communication between the organisation and suppliers.

Research:

- Search for relevant material using specialised websites and sources, reads relevant articles to update knowledge of the relevant field.
- Report on work carried out and may contribute sections of publication-quality material.
- Curate, under guidance, a personal collection of relevant material.

TERMS OF EMPLOYMENT:

- Place of work: Forest School, London, E17 3PY
- Salary: Commensurate with role and its responsibilities
- Hours: Full time, Monday to Friday. Term time hours: 07:30 – 16:00/08:00 – 16:30. School holiday hours: 08:30 – 15:30. Occasional weekend or evening for School events.
- Holiday: 30 days holiday plus statutory English public holidays (holiday to be taken during the school holidays by agreement).
- Support staff are enrolled into a defined contribution scheme. Staff are required to make a minimum contribution into the scheme, amounting to 5%. The school will make a graduated employer contribution, starting at 11%, based on length of service.
- Free lunches during term time and when working during the school holidays.
- Refreshments available in the Common Room throughout the day.
- Discounted membership of the Sylvestrian Leisure Centre.
- Assistance obtaining permit of parking.
- Employer death in service benefit
- Support with extensive CPD opportunities

FOREST SCHOOL'S POLICY AND PROCEDURE

The postholder is required to actively follow and abide by all Forest School policies and procedures including Equal Opportunities, Safer Recruitment and Child Protection, and will maintain an awareness and observation of Fire and Health & Safety Regulations

If during the course of time the duties and responsibilities should change, the job description will be reviewed and amended in consultation with the postholder.

The postholder will carry out any other duties as are within the scope, spirit and purpose of this job description as requested by the relevant Line Manager.

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