

JOB DESCRIPTION

POSITION:	Infrastructure & Systems Engineer
REPORTS TO:	Head of IT Services
PAYSCALE:	£43,484 – 47,898 (Points 48-52)
TERMS:	Permanent, Full time, 37 hours per week
LOCATION:	Harlow. There will be a requirement for occasional travel across the Trust.

PURPOSE OF THE JOB

- Ensure the continuity and maximum effectiveness of the Trust network, infrastructure and systems.
- Provide proactive, hands-on technical leadership and management for the development, maintenance and support of the Trust network, infrastructure and systems.
- Work collaboratively and effectively with the service teams and Trust staff to achieve service level objectives and provide ad-hoc 2nd and 3rd line support.

Liaison with:

- The post-holder is expected to interact professionally with colleagues in order to promote a mutual understanding of BMAT vision and values.
- The post-holder will be expected to work closely and effectively with IT Service Manager and their teams, as well as with Cluster Business Managers.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

This list is not exhaustive, but includes:

Specific Responsibilities

- Follow industry best practice to proactively manage and develop all aspects of the Trust storage, servers, infrastructure, LANs, WAN and systems, to ensure a continuous and cost-effective IT service to the Trust
- Work to ensure a continuous and user-friendly IT service that is fit for purpose for all users, taking direct management responsibility for the resilience and security of the Trust network and systems.
- Monitor the performance of the Trust IT provision to ensure a clear, planned pathway for development and improvement.
- Follow industry best practice in maintaining and supporting the Trust IT provision
- Manage and coordinate urgent and/or complicated 3rd line support issues, acting as the Trust technical expert for escalation and liaison with 3rd parties, as required.
- Take the role of Trust technical authority in all IT plans, decisions and troubleshooting.
- Adhere to, monitor and uphold Trust procedures and processes for IT service delivery, including the service level agreement and industry best practice for the provision of systems administration and network management.

- Work collaboratively and effectively with the IT Service Manager and other Trust IT staff to carry out timely fault resolution, development and maintenance.
- Communicate in a timely and concise manner to all staff, students and stakeholders, ensuring at all times a high standard of English and an appropriate level of technical language.
- Ensure all systems, processes and procedures are documented and published to the appropriate audience of staff, students and stakeholders.
- Provide data, information and reporting to the Head of IT Services, as requested.
- Seek and develop opportunities for technical improvement.
- Contribute to Trust IT project planning and delivery, including leading and managing projects where appropriate.
- Contribute to and ensure out of hours and emergency support, as per the service level agreement.
- Maintain data and working practices in compliance with the Trust safeguarding and data protection policies.
- Contribute to planning and management of Trust IT budget forecasts and upgrade cycles.
- Work collaboratively with all Trust staff, stakeholders and third parties to support Trust objectives.

The duties above are neither exclusive nor exhaustive and the post-holder may be required by the Head of IT Services and other senior Leadership to carry out appropriate duties within the context of the job, skills and grade.

General responsibilities common to all members of staff.

All staff are responsible for the safeguarding and wellbeing of pupils and must follow BMAT guidance and policies.

Burnt Mill Academy Trust Directors are committed to safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to share in this commitment.

This job description will be reviewed annually and may be subject to amendment or modification at any time after consultation with the post-holder.

Person Specification – Trust IT Lead

Requirement	Essential	Desirable
Education and Qualifications	<ul style="list-style-type: none"> • Bachelor’s degree in a relevant subject, or equivalent industry experience. • Recognised industry qualification in relevant skillset 	<ul style="list-style-type: none"> • MCSE, CCNA, or similar
Experience	<ul style="list-style-type: none"> • Demonstrable experience of improving and supporting Microsoft systems and IT infrastructure, encompassing LAN and WAN network management, server virtualisation and storage, Office 365, Windows 10 devices, Active Directory and cloud services. • Demonstrable experience of successfully planning and delivering complex technical solutions within a large scale enterprise. • Experience with cloud and on-premise hosting solutions, including storage technology. • Working effectively in a large, matrix environment • Working proactively and under own initiative to provide leadership and management 	<ul style="list-style-type: none"> • Working in either a large education or public sector organisation. • Experienced in project management. • Migrating schools to cloud services
Skills and Abilities	<ul style="list-style-type: none"> • Takes a logical and deductive approach to problem-solving and task completion • Quick learner, keeping up to date with IT • Effective communication skills. • Data analysis and spreadsheet skills • Positive, proactive, ‘can-do’ attitude. • Self-motivated and highly organised. 	<ul style="list-style-type: none"> • Strategic view • Assimilate complex information rapidly • Strong educational focus.
Knowledge	<ul style="list-style-type: none"> • Excellent knowledge of the Microsoft technology stack, including AD, ADFS, Windows Server 2016, Windows 10, DFS, Azure, Office365 and Microsoft Exchange. • Excellent knowledge of networking, including multi-site WANs, VPNs, configuration and management of switches and VLANs. • Strong understanding of server and storage solutions, including server virtualization. • Sound understanding of internet routing, filtering and firewalls. 	<ul style="list-style-type: none"> • User requirements and workflows • MIS • Cisco/Meraki • Hyper-V • SharePoint

	<ul style="list-style-type: none">• Good understanding of remote access and mobile device management solutions.• Good understanding of MDT, DPM and SCCM.• Good understanding of Cyber Essentials and defences and procedures to protect against cyber-attack.	
Other	<ul style="list-style-type: none">• Full UK Driving Licence	