



JOB DESCRIPTION

Job Title:	IT Infrastructure Engineer
Location:	The Rodillian Multi Academy Trust Working across multiple sites
Grade:	SCP 21 – 25 (£26,511 - £29,577 per annum)
Hours:	37 hours per week. All year round
Responsible to:	Multi Academy Trust Network Manager

Purpose of the job:

To work as part of the IT Team across all sites and under the direction of the Rodillian Multi Academy Trust (RMAT) Network Manager. To be responsible for the design, installation and support of the Trust's critical systems and infrastructure. To be an advocate for knowledge sharing and collaboration within the team and contribute to the delivery and maintenance of secure and effective infrastructure both for local hardware and cloud services.

Duties and Responsibilities:

- To apply a variety of skills and techniques to analyse and resolve problems, developing new practices and procedures or modifying existing processes to improve performance.
- To support, maintain and install IT infrastructure, including all hardware and software across the Trust.
- To be part of the 2nd line escalation team for incidents and problems via the IT Service Desks.
- To record incidents, problems and changes raised by users including resolution actions.
- To create and maintain documentation to support services/solutions used by the Trust.
- To support all internal networks, firewalls and connectivity. To support implementation and monitoring of security and end point protection.
- To report on service performance to the RMAT Network Managers, IT Director and other senior leaders, and recommend potential improvements.
- To manage the risk register for individual site infrastructures, ensuring appropriate reporting and mitigation plans and actions are implemented.
- To develop effective relationships with key stakeholders and work collaboratively with colleagues across multi-functional teams.
- Support the planning and testing of disaster recovery and monitoring protocols.

- To support the planning and implementation of new infrastructure systems under the direction of the MAT Network Manager and provide appropriate training and support documentation.
- To conduct technical fault finding exercises including:
 - Server and PC Hardware problems to component level
 - Server Operating System and Infrastructure Server Applications configuration issues
 - Software configuration, compatibility, and interaction issues
 - Server and Network communication problems
- To ensure that work undertaken does not adversely impact the availability of business-critical systems.
- To ensure that scheduled work is completed within timescales to agreed quality standards and in line with Trust procedures.
- To analyse user requirements and ensure appropriate subsequent hardware, software configuration meets or exceeds expectations.
- To maintain the efficient and effective running of key infrastructure systems. As a member of the infrastructure team, be responsible for the backup, monitoring and proactive rectification of faults identified in desktop and server hardware and software.
- To work with IT Service Desks, to ensure pro-active support of IT colleagues.
- To support the upkeep of the Trust's asset register, including spot checking.
- To organise work to minimise impact on users.

Key Competencies:

- Ability to effectively communicate at different levels across a range of stakeholders using a variety of methods including digital, written and verbal.
- Ability to interpret complex and/or technical information and give explanations to colleagues, stakeholders and customers adopting the most appropriate method of communication to simplify and ensure understanding.
- Ability to work under pressure and ensure actions are completed in a timely manner.
- Ability to deliver excellent customer service which balances quality and cost effectiveness.
- Extensive knowledge of LAN, WLAN, WAN and other connectivity technologies
- Extensive understanding of Microsoft Servers and Active Directory
- Working knowledge of Office 365, InTune and Azure platform management.
- Working knowledge of firewall and filtering technology.
- Working knowledge of backup technologies.
- Working knowledge of Mobile Device Management tools.
- High levels of professional conduct at all times when representing the RMAT.

Other specific duties/requirements

- Attend and participate in regular meetings, training and other learning activities as required, contributing to the overall ethos and aims of the RMAT.

- Be aware of, and comply with, policies and procedures relating to child protection; health and safety; confidentiality and data protection, reporting all concerns to the appropriate person.
- To be aware of, and comply with, health & safety; security; confidentiality and data protection policies and procedures reporting all concerns to an appropriate member of the leadership team
- Be aware and support differences and ensure all students have equal access to opportunities to learn and develop.
- To undertake any other duties commensurate with your grade, as directed by your line manager, to support student wellbeing and development
- To actively seek self-development opportunities and training activities to maintain and update technical knowledge.
- To support the Trust's Equality and Diversity Policy
- To contribute to the overall ethos/work/aims of the Trust
- To be aware of, and comply with, policies and procedures relating to child protection and safeguarding, reporting any concerns to a designated person

Special Conditions of Service:

There is a requirement to submit to an enhanced DBS background check. There may be a need to work outside of academy hours and off academy premises, as required by the Trust. No smoking policy.



PERSON SPECIFICATION

Job Title: IT Infrastructure Engineer

Grade: SCP 21 - 25

Essential Criteria	How Identified	Desirable Criteria	How identified
<p>QUALIFICATIONS/ TRAINING</p> <p>Educated to Degree Level in a relevant IT subject or equivalent experience in maintaining ICT services.</p> <p>Professional IT qualification e.g. CompTIA A+, Microsoft MCP, Apple ACSP</p> <p>Excellent IT skills</p>	<p>Application form, qualification certificate and selection process</p> <p>Application form and selection process</p> <p>Application form and selection process</p>	<p>One or more Microsoft Certifications relevant to O365</p> <p>Administering O365 Tenants understanding how services are managed.</p> <p>ITIL qualification</p>	<p>Application form, qualification certificate and selection process</p> <p>Application form, qualification certificate and selection process</p> <p>Application form, qualification certificate and selection process</p>
<p>KNOWLEDGE & UNDERSTANDING</p> <p>Sufficient knowledge of computer hardware to support fault diagnosis to component level.</p> <p>Excellent knowledge of Microsoft365, Microsoft desktop, server operating systems, active directory HyperV technology</p> <p>In-depth knowledge and experience in the implementation and support of computer systems hardware and server software, back-up software and troubleshooting connectivity.</p> <p>Hands-on experience of installing Microsoft Windows Servers and networking.</p>	<p>Application form and selection process</p> <p>Application form and selection process</p> <p>Application form and selection process</p> <p>Application form and selection process</p>	<p>Experience working in an IT Team in schools / academies</p> <p>Knowledge of Sever/SAN Configuration</p> <p>Knowledge of IT systems within an education setting</p>	<p>Application form and selection process</p> <p>Application form and selection process</p> <p>Application form and selection process</p>

<p>PERSONAL COMPETENCIES AND QUALITIES</p> <p>Excellent problem-solving and analysis skills with ability to think clearly and logically</p> <p>High attention to detail and level of accuracy for information gathering and configuration tasks</p> <p>Ability to adapt to change and keep up with new technologies using own initiative</p> <p>Excellent interpersonal skills – able to elicit information from users, provide telephone support, advise, and coach staff in the use of IT. Explain technical issues in a clear and concise manner</p> <p>Ability to troubleshoot and maintain the network infrastructure to meet the school's requirements</p> <p>Ability to problem solve pragmatically, creatively and flexibly</p> <p>Ability to work effectively as an individual and as part of a team</p> <p>Flexible approach to meet daily demands of the role</p>	<p>Application form and selection process</p> <p>Application form and selection process</p> <p>Application form and selection process</p> <p>Application form and selection process</p> <p>Application form and selection process</p> <p>Application form and selection process</p> <p>Application form and selection process</p> <p>Application form and selection process</p>		
<p>OTHER CONDITIONS</p> <p>Ability to Travel between sites in a timely manner</p> <p>No smoking policy</p> <p>Enhanced Disclosure and Barring Service (DBS) check</p>			

The Rodillian Multi Academy Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.