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**MOULTON COLLEGE – JOB DESCRIPTION**

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**Job Title:** Infrastructure Engineer

**Department:** IT Services

**Hours:** 37.5hours per week. Weekend and evening working may be required when business needs demand.

**Responsible to:** Network Development & Services Manager

**Reports:** n/a

**Salary / Scale:** Support Band 10 £32,101.00 - £35,443.00 per annum (Dependent on experience)

**Date of Issue:** July, 2022

**Organisation Chart:**

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1. **Aims and Purpose of the Post**
   1. To provide high quality installation, configuration, management and support of the college’s on premises and cloud IT Infrastructure.
   2. To work with the Network Development & Services Manager to develop the College’s IT Systems. Monitoring and reporting on performance, identifying opportunities for improvement, planning and implementing change.
   3. To work with vendors and service providers co-ordinating project activities.
   4. To act as a trusted technical advisor to the IT Services Technicians.
2. **Specific Responsibilities**
   1. Incident, Request, Problem & Change Management of College IT Infrastructure components.
   2. Installation, configuration and maintenance of IT Infrastructure and Platforms, including SaaS & PaaS Environments.
   3. Operational and administrative activities associated with the IT Infrastructure, including compliance processes, documentation, and procurement.
   4. Project design and implementation alongside the Network Development & Services Manager.
   5. Provide input and assist with the implementation of Information Security guidelines and best practices, including technical and process controls.
   6. Represent IT Services in a positive manner across the college.
   7. Proactively identify opportunities and methods to simplify and/or automate processes.
   8. Escalate incidents, & problems to the Network Development & Services Manager when required.
   9. Perform root cause analysis on problems, identify patterns and trends causing incidents.
   10. Communicate confidently and effectively with users at all levels.
   11. To identify and report recurring network/software issues/trends to the Network Services and Development Manager.
   12. To identify and report potential and actual breaches of information security to the Network Services & Development Manager.
   13. To ensure that the documentation relating to IT in the College is maintained in good order.
   14. To provide helpdesk support to the college’s user base in peak periods or during staff absence.
   15. To assist in the maintenance and sustainable development of resources and commercial activities.
   16. To attend both day and evening meetings, courses, etc. considered to be of benefit to the College and the individual.
   17. To promote and adhere to the College’s Safeguarding Policies and Procedures.
   18. To promote and adhere to the College’s Health & Safety Policies and Procedures.
   19. To manage student conduct in accordance with College policies.
   20. Promote the welfare of young people and vulnerable groups in all aspects of College life and to ensure safeguarding arrangements are adhered to at all times.
   21. The active promotion of and commitment to best practice in equality, diversity & inclusion.
   22. Contribute and demonstrate fully and at all times the positive promotion and role modelling of the College core values, generic competencies and professional behaviours expected of all staff employed by Moulton College.
   23. Undertake any other duties as required by the Principal and as may be reasonably expected commensurate with the post. This may include either the temporary or permanent re-deployment to an equivalent grade of post within the organisation.
   24. To manage student conduct in accordance with College policies.

This job specification represents the major tasks to be carried out by the post holder and identifies the level of responsibility at which the post holder will be required to work.   In the interests of effective working the major tasks may be reviewed from time to time to reflect the changing needs and circumstances.  Such reviews and any subsequent changes will be carried out in consultation with the post holder.  All members of staff are appointed to the College as a whole and may reasonably be asked to undertake similar or related duties in an operational or curriculum area other than that to which they were originally appointed.

Core Benefits;

Local Government Pension Scheme Health Cash Plan (subject to conditions)

33 days holiday (inc. bank/public holidays) \*\* 10% discount on College courses

On-site Gym Free on-site parking

Subsidised catering

(\*\* Pro rata for part time)

I confirm my acceptance of the role as outlined above and agree to apply myself fully to the responsibilities of the post.

Signed (Employee);……………………………… Date;………………………………

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| **POSITIVELY PROMOTING EQUALITY, DIVERSITY & INCLUSION** |

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| **Person Specification – Infrastructure Engineer** | | | |
|  | **Essential** | **Desirable** | |
| **Qualifications** |  |  | |
| Minimum of grade C in GCSE Maths and English Language (or equivalent) | X |  | |
| Minimum Level 4 in IT/Computing or related discipline or equivalent experience | X |  | |
| Industry specific qualifications and/or equivalent experience in at least 2 of the following areas   * Windows Server Admin 2016 or greater including AD, DHCP & Group Policy) * Microsoft Certified Associate (Azure or Microsoft 365) * SCCM / Intune * Networking (e.g. CCNA) * VMware 6.5 or Above * SQL Server Administration * Enterprise WiFi (Preferably Aerohive/Extreme IQ) | X |  | |
| Understanding and/or qualifications in service management (e.g. ITIL v3/v4) |  | X | |
| Full driving licence and use of a car | X |  | |
| **Experience & knowledge** |  |  | |
| At Least 3 years’ experience working in an IT Infrastructure implementation / support role | X |  | |
| In depth working knowledge of recent Microsoft server and desktop operating systems | X |  | |
| In depth understanding of virtualisation technology (VMware preferable) | X |  | |
| Good knowledge of server, networking and storage hardware and connectivity | X |  | |
| Understanding and Experience of administering Microsoft 365 / Teams | X |  | |
| Advanced user level knowledge of SharePoint | X |  | |
| Experience in implementing & monitoring Information Security processes | X |  | |
| Knowledge of Backup & Recovery solutions | X |  | |
| Be confident to undertake project work including design, planning and implementation or new services and technology | X |  | |
| Experience of SCCM / Microsoft Endpoint Manager | X |  | |
| Working knowledge of desktop virtualisation |  | X | |
| Knowledge and/or experience of SSO/SAML |  | X | |
| Scripting & Automation Skills in PowerShell |  | X | |
| Ability to Share knowledge and provide training / support to IT Colleagues | X |  | |
| **Personal Attributes** |  |  | |
| Flexible approach to work to allow for evening and weekend working. | X |  | |
| Ability to work well under pressure | X |  | |
| Excellent interpersonal skills | X |  | |
| Demonstrate a customer centred approach | X |  | |
| Full driving licence and willing to travel as and when required | X |  | |
| Ability to use own initiative and possess a “can do” attitude | X |  | |
| Self-starter and solution orientated | X |  | |
| Appetite to learn new skills and technologies | X |  | |
| Work as part of a team and independently | X |  | |
| Logical and systematic approach to resolving problems with high attention to detail | X |  | |
| **Safeguarding** |  |  | |
| Satisfactory enhanced DBS disclosure | X |  | |
| Displays awareness, understanding and commitment to the protection and safeguarding of children and young vulnerable adults. | X |  | |
| Commitment to policies on child protection, health and safety, confidentiality, student behaviour / discipline and equal opportunities | X |  | |

**NOTE;**

All candidates will be asked for proof of their eligibility to work in the UK during the interview and selection process. Tier 2 Certificates of Sponsorship are restricted by the UK Visas & Immigration Services and the position advertised above is unlikely to qualify for sponsorship. We are therefore unable to consider applications from candidates requiring Tier 2 immigration status to work in the UK at this time. For further information please visit the UK Visas & Immigration Services Website.