

# IT Systems Engineer

## Job Description and Person Specification



<b>Post Title:</b>	IT Systems Engineer
<b>Responsible to:</b>	IT Strategy and Implementation Manager
<b>Responsible for:</b>	Delivery of the Trust IT Services
<b>Grade</b>	37 hours per week, all year £25,990 to £27,741

### Main Purpose of Job

The purpose of the role is to provide high quality technical support of the systems infrastructure that is used by staff and pupils across the trust. The IT Systems Engineer will work proactively and reactively to maintain reliable technical services working hands-on to provide appropriate solutions. This role includes Systems responsibility to ensure the effective delivery of an outstanding and robust IT Service across the Trust.

Both technical, service and system accountabilities will be assigned via a service delivery plan and these will be assessed annually via the appraisal procedures of the Trust. The post holder will take day to day responsibility for the systems and implementing IT service standards. As a Systems Engineer you will ensure that all services are secure, effective, reliable, fit for purpose and can adapt to changing circumstances.

All staff are required to work flexibly and in a way that encourages a positive work environment that is solution focused and proactive for all.

**Excellent standards of behaviour, respect and learning depend upon the ‘tone’ set by all members of the Trust community. We build upon our strengths – together!**

For the purposes of this Job Description and Person Specification, Trust is Inspire Trust and all Academies working within the Trust. All duties outlined below are the responsibility of the post holder who will be accountable for delivery. Where there is specific connectivity with another post or the lead responsibility for an activity lies with another member of staff this is stated and will be expanded on in the Operational Schedule (or procedures) for this post.

### Main Duties of the Post (including Leadership, Accountabilities and Operational Activities).

***A=Accountability (which means being responsible for something to somebody), L= Leadership (guide, direct and influence the outcomes of) O=Operational (day-to-day management and control of these activities)***

1	Role Specific Duties and Responsibilities	A	L	O
1.1	Ensure that all systems and infrastructure are operational and stable to meet needs.			✓
1.2	Provide third line support for escalated issues assigned by the IT Strategic and Implementation Manager (IT SIM)			✓
1.3	Provide escalated support to the technicians, identifying areas for training or development in liaison with the IT Operations Manager.			✓
1.4	Work with the IT SIM to contribute to the design and implement of strategic solutions including leading on assigned projects across the Trust.			✓
1.5	Maintain all aspects of the Trust's IT Systems and related technologies, ensuring that they are operational, secure and work is carried out with minimal disruption to ensure maximum availability.			✓
1.6	Implement and affect a maintenance plan for the IT infrastructure and systems that is clearly documented so that services meet the demands of the organisation.		✓	
1.7	Provide a reactive and proactive response to escalated helpdesk calls and systems issues to ensure maximum IT service availability and stability.		✓	
1.8	Responsible for leading the provision of technical support for all the trust MIS systems including SIMs/Unit-E			✓
1.9	Coordinate the provision of Trust Examinations systems and processes.		✓	✓
1.10	Work with the IT SIM to ensure sound policy and practice in relation to Systems, Data Security, Backup and Disaster Recovery to ensure the integrity and robustness of the school / trust's computer systems and data.			✓
1.11	Implement solutions for the effective and secure deployment of applications and services across the network.			✓
1.12	Assist the IT SIM and Operations Manager to manage all aspects of the Trusts electronic communications (Web, internet, phone system, email etc), including all connectivity issues, security and firewalls, filtering, gateways, remote access and browsing.			✓
1.13	Provide cover for the IT SIM and contribute to IT projects involving the selection, development and implementation of IT to enable the Trust to improve its existing facilities and achieve the key educational and administrative goals in line with the IT Development Plan.			✓
1.14	Take responsibility for asset management and licensing.			✓

## 2. Generic Duties and Responsibilities

2.1	Comply with all Trust policies and procedures and work in accordance with the Code of Conduct for Staff.
2.2	All employees will be asked to work at their level on pupil/student interventions to meet the needs and targets of the Trust. For support staff this will include First Aid (training will be provided).
2.3	Be aware of and support differences and ensure all pupils, students and staff have equal access to opportunities to learn and develop.
2.4	Participate and contribute to Appraisal and the development of Service Delivery Plans and Operational Schedules.
2.5	All employees will undertake regular and routine continuing professional development (including attendance and contribution to internal Training and Planning events) to ensure that they develop and recognise their own strengths and areas of expertise and use these to achieve and support others and the aims of the Trust.
2.6	Be aware of and comply with policies and procedures relating to safeguarding, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person in accordance with policy.
2.7	Contribute positively to the overall ethos / aims of the Trust including participation in appropriate networks and projects.
2.8	Establish constructive relationships and communicate with others (inside and external to the Trust).
2.9	Organise and support Academy and Trust events as requested.
2.10	Any other reasonable and appropriate duties as directed by Senior Staff at any Trust Academy.
2.11	All staff are required to work in a way that encourages a positive work environment that is solution focused and proactive for all. As a senior support staff holder, you will support, mentor and act as a role model for all staff.

**Person Specification**  
**Post: IT Systems Engineer**

<b>1</b>	<b>Qualifications / Training / Experience</b>	<b>Essential / Preferable</b>	<b>Method of Assessment</b>
1.1	Evidence of Server & Systems support experience for Active Directory, Microsoft & Google Platforms, Microsoft Servers, Windows Configuration, Cyber Security, Systems maintenance and development	✓	AF, R, I
1.2	Evidence of Network and Infrastructure support experience of configuring and maintaining Network switches, VLANs, Wifi solutions and Backup services.		AF, R, I
1.3	Evidence of providing IT support to users of network services, desktop and mobile devices.		AF, R, I
1.4	IT qualification at level 4 or evidence of experience at this level and specifically server and network infrastructure support.	✓	AF, CQ, R, I
1.5	Qualification or evidence of experience good practice, and change management processes.		AF, CQ, R, I
1.6	Evidence of keeping skills / training up to date	✓	AF, CQ, R, I
1.7	Experience of independent troubleshooting.	✓	AF, R, I
<b>2</b>	<b>Skills and Aptitudes</b>		
2.1	Skills and aptitude to analyse technical situations, explore, evaluate and recommend potential solutions and deliver these solutions.	✓	AF, CQ, R, I
2.2	Excellent Organisational, interpersonal and communication Skills.	✓	AF, CQ, R, I
2.3	Proven ability to troubleshoot hardware and software problems and to learn / adapt to new technologies within a changing environment	✓	AF, CQ, R, I
2.4	Ability to manage workload, assimilating new tasks / projects whilst maintaining service levels on existing workload.	✓	AF, CQ, R, I
2.5	Ability to work with pupils, parents, staff and trust members at all levels with the skills to exchange technical concepts in an appropriate manner.	✓	AF, CQ, R, I
2.6	Ability to deal with confidential and sensitive information with tact and discretion applying data protection and data sensitivity principles at all times.	✓	AF, CQ, R, I
<b>3</b>	<b>Mandatory Requirements</b>		

3.1	A DBS check at an enhanced level (formerly CRB check) must be undertaken by all candidates and be satisfactory as a condition of employment with Inspire Trust.	✓	DBS Check
3.2	School posts are exempt from the Rehabilitation of Offenders Act, 1974; all current convictions, cautions and bindovers must be declared on the application form or provided in a sealed envelope addressed to the Headteacher. The 2013 amendments to the Act	✓	AF/R
3.3	References that confirm suitability to work with children, reference must be provided from current/most recent employer. References will not be accepted from members of candidate's families or acting purely as a friend.	✓	AF/R
<b>4</b>	<b>Physical Requirements</b>		
4.1	Health and physical capacity for the role.	✓	I, R
4.2	A good attendance record in current employment, (not including absences resulting from disability)	✓	I, R

## 5. Effective Behaviours

The Trust looks for evidence from all candidates of effective behaviours which we value and have found to be consistent with high performance. Part of our selection process will be to assess whether candidates can demonstrate that they have exhibited these behaviours in their current or previous employment, education, voluntary or other activity. Candidates are advised to read the following carefully and provide examples of these in the 'Information in Support of the Application' section of the application form. Candidates should be prepared to discuss these in the interview process.

<b>5</b>	<b>Effective Behaviours</b>	<b>Method of Assessment</b>
5.1	<b>Managing self and personal skills:</b> Willing and able to assess and apply own skills, abilities and experience. Being aware of own behaviour and how it impacts on others.	A/I/R
5.2	<b>Delivering excellent service:</b> Providing the best quality service to all pupils and staff and to external customers e.g. clients, suppliers. Building genuine and open long-term relationships in order to drive up service standards.	A/I/R
5.3	<b>Finding innovative solutions:</b> Taking a holistic view and working enthusiastically and with creativity to analyse problems and develop innovative and workable solutions. Identifying opportunities for innovation.	A/I/R
5.4	<b>Embracing change:</b> Adjusting to unfamiliar situations, demands and changing roles. Seeing change as an opportunity and being receptive to new ideas.	A/I/R
5.5	<b>Using resources:</b> Making effective use of available resources including people, information, networks and budgets. Being aware of the financial position of the Trust and impact of decisions on this.	A/I/R

5.6	<b>Engaging with the big picture:</b> Seeing the work that you do in the context of the bigger picture e.g. in the context of what the Trust and each Academy are striving to achieve and taking a long-term view. Communicating vision clearly and enthusiastically to inspire and motivate others. Appreciating the role of others, their impact on you and your impact on them.	A/I/R
5.7	<b>Developing self and others:</b> Showing commitment to own development and supporting and encouraging others to develop their knowledge, skills and behaviours to enable them to reach their full potential for the wider benefit of the Trust.	A/I/R
5.8	<b>Working with people:</b> Working co-operatively with others in order to achieve objectives. Demonstrating a commitment to diversity and applying a wider range of interpersonal skills.	A/I/R
5.9	<b>Achieving results:</b> Planning and organising workloads to ensure that deadlines are met within resource constraints. Consistently meeting objectives and success criteria.	A/I/R

**Key to abbreviations:** **AF** Application Form, **R** References, **I** Interview, **CQ** Certificate of Qualification, **OT** Occupational Testing (this method of assessment is optional but if used it may be at the shortlisting or interview stage – candidates will be informed), **DBS** Disclosure and Barring Service Check  
This specification has been prepared in accordance with the requirements of the Trust's Equal Opportunities in Employment Policy. We undertake to make any 'reasonable adjustments' to a job or workplace to counteract any disadvantages a disabled person may have.