



POST	Senior IT Support Engineer
DEPARTMENT	IT Support
SALARY	£28,842 - £34,728 per annum inclusive of London Weighting (Scale SO1-PO1)
HOURS	36 hours per week
RESPONSIBLE TO	IT Support Manager

THE DEPARTMENT

The IT Support department is responsible for provision of IT support to all College users. The team consists of 6 members with various responsibilities across both academic and administrative local area networks.

JOB PURPOSE

Within the context of the College's commitment to providing quality education for all, to be responsible to the IT Support Manager for the development and delivery of a responsive and effective technical support and maintenance service for all College hardware, software, communications and network services against service level agreements.

MAIN DUTIES AND RESPONSIBILITIES

- Responsible for managing, configuring and supporting a large enterprise wired and wireless networks. With a working knowledge of networking protocols TCP/IP, DNS and DHCP. Installing, configuring, securing, maintaining and supporting the network infrastructure equipment such as routers, switches, and wireless access points
- Managing and monitoring the college network infrastructure ensuring continuous operation and performance monitoring.
- Managing and maintaining the Hyper V/VMware ESX environment, managing virtual servers, virtual machines, virtual networking and data stores, storage area networks including storage
- Managing and configuring internal and external IT Security systems including firewalls, web filtering and Network Anti-Virus
- Managing and administrating an Office 365 environment including Exchange online, One Drive and SharePoint online
- Systems administration of a range of technical architectures in existence, predominantly Microsoft Windows Server 2012-16 including Active Directory.
- Setting up and configuring equipment such as servers and desktops, performing regular safety and serviceability checks, ensuring any defective equipment is repaired or replaced in a timely and in a cost-effective manner
- Assisting with maintaining and developing the college's IT systems with the focus on integration
- Providing advice, technical support, documentation and training in the operation of College computer hardware, software and communications systems to users of academic and administrative computer systems.
- Ensuring that systems and data essential for network operations are backed-up regularly.

- Assisting in the provision of a telephone helpdesk service for system users, providing desktop support, resolving software and hardware problems
- Assisting with installing, developing, testing, and evaluating system enhancements and new software, and applying operating system updates, patches, and configuration changes as required.

GENERAL DUTIES

- To participate fully in staff review according to the College requirements and undertake training as required.
- To keep up-to-date with Quality Improvement initiatives and to be aware of, and meet, service standards for the department.
- To propose any ideas that may help to promote and extend the College's reputation and efficient running of the College.
- To undertake all duties and responsibilities in accordance with College policies inclusive of Equal Opportunities, Data Protection, Child and Vulnerable Adult protection, Quality and Financial regulations. To report any concerns to the appropriate person.
- To work safely, consider the safety of others and work within the guidelines stated in the College Health and Safety Policy.
- To be available to assist in enrolment procedures, which may require additional hours including evenings and weekends, for example during the Autumn Term.
- To work flexibly, which may include evenings, open days, parents' evenings and possibly weekends.
- To undertake any other duties commensurate with your level of responsibility as may be required by the Senior Leadership Team or a member of the College Leadership Team, in order to ensure the efficient functioning of the College.

EXPECTATIONS FOR ALL STAFF

All members of staff at the College are expected to be:

- **Responsive & Adaptive**
Responsive to change, creating new opportunities for meeting new challenges
- **Creative, imaginative and entrepreneurial**
Innovators and commercially aware
- **Collaborative**
Promote 'team-ship' through collaboration and taking pride in their work and the College
- **Passionate professionals**
Role models committed to continually improving themselves and ultimately the experience and success of our students
- **Accountable**
Understand the impact of (and take responsibility for) their actions upon College stakeholders

CANDIDATE SPECIFICATION

The successful candidate will fulfil the following essential requirements, and will also ideally hold the desirable attributes.

	Qualifications	Essential	Desirable	Assessed By
1	Qualified to a level 4 (or equivalent) in a computer related discipline.	<input checked="" type="checkbox"/>		A, I
2	Significant and varied work experience of providing specialist IT support in the context of organisations with a complex IT infrastructure	<input checked="" type="checkbox"/>		A, T, I
	Skills and Abilities			
3	Practical experience providing management and support of IT security systems including internal and external firewalls, web filtering, and anti-virus	<input checked="" type="checkbox"/>		A, T, I
4	Appropriate VMware or Microsoft Certification (VCP, MCP).		<input checked="" type="checkbox"/>	I
5	Strong technical working knowledge of managing a large enterprise network infrastructure including network hardware, protocols and monitoring	<input checked="" type="checkbox"/>		A, T, I
6	Practical experience in the management and administration of an Office 365 environment, which includes Exchange, One Drive and SharePoint Online, ADFS, and Hybrid cloud environments	<input checked="" type="checkbox"/>		A, T, I
7	Excellent management and implementation skills of the virtual server environment maintaining VM servers, virtual networking, storage and data stores.	<input checked="" type="checkbox"/>		A, T, I
8	Excellent project, planning and organisation skills	<input checked="" type="checkbox"/>		A, I
9	Good oral and written communication skills in order to prepare documentation and reports for the department. Liaising effectively with staff at all levels as well as providing sympathetic training and advice to non-technical staff.	<input checked="" type="checkbox"/>		A, T, I
10	Be prepared to undertake staff relevant development training.	<input checked="" type="checkbox"/>		I
	Knowledge and Experience			
11	Demonstrate an understanding of and commitment to the principles of equality and diversity	<input checked="" type="checkbox"/>		A, I
12	Demonstrate a commitment to the safeguarding of children and vulnerable adults	<input checked="" type="checkbox"/>		I

ADDITIONAL INFORMATION

This job description/candidate specification is subject to periodic review.

Annual leave entitlement is 29 days per year, rising to 32 days per year after 5 years' service, plus 3 days for planned closures of the College, and Bank/Public holidays normally observed in England and Wales.

The appointment will be subject to suitable references, medical clearance, enhanced disclosure from the Disclosure and Barring Service (DBS), evidence of eligibility to work in the UK and evidence of qualifications.

All of the above checks must have been completed **before** the start of the employment.

Confirmation of appointment is subject to the satisfactory completion of a six month probationary period.