

Capel Manor College

Technology Infrastructure Engineer

Job Description & Person Specification



JOB DESCRIPTION & PERSON SPECIFICATION

JOB DESCRIPTION

Post	Technology Infrastructure Engineer
Scale	Business and Learning Support Scale 6
Grade	Points 23 to 25
Responsible to	Technology Infrastructure and Support Manager
Location	Enfield with travel to other campuses
Contract	Full-time, permanent

Key Responsibilities:

The Technology Infrastructure Engineer will play a pivotal role within the team, serving as a crucial contributor to the overall success of various operations and projects. They will work closely with the Infrastructure and Support Manager, providing vital assistance on a range of projects. In addition to this, they will be responsible for supporting the day-to-day operations of essential infrastructure equipment, ensuring its optimal performance and reliability. Furthermore, they will serve as a primary point of escalation for the Technology Support Technicians, offering advanced troubleshooting, guidance, and resolution of more complex technical issues.

Responsibilities:

1. Deliver outstanding technical support to all stakeholders, ensuring they are informed about technical issues or requests and that these are resolved within the designated service level agreements.
2. Take ownership of issues by carrying out fault analysis to implement temporary or permanent fixes with the aim of restoring service to stakeholders as soon as possible and when needed, escalating issues to the Technology Infrastructure and Support Manager.
3. Act as a point of escalation for the Technology Support Technicians, resolving any issues that require complex or escalatory tasks.
4. Supervision of the Technology Support Technicians by allocating work, monitoring progress and ensuring completion to high standards and KPIs.
5. Lead and support projects as assigned by the line manager, taking responsibility for project planning, execution, and successful delivery, while coordinating with relevant stakeholders.
6. Create, maintain and publish support documentation onto the College knowledge base and Technology Services knowledge base, demonstrating guidance on best practices and resolution methods.
7. Assist with the procurement of hardware and software as guided by the Technology Infrastructure and Support Manager.
8. Procurement of consumables, materials and resources to support the day-to-day operations of the Team via working with external suppliers whilst ensuring best value.
9. Configuration and commissioning of new and existing infrastructure hardware such as switches, access-points, firewalls, servers and cloud-based systems
10. Complete day-to-day management of the Colleges technology infrastructure, servers, storage, access control and security
11. Manage network services and systems such as Office 365 Admin Centre (Exchange, Teams, SharePoint, Entra), file services, domain controllers, application servers, print services, firewalls, switches, telephony, SCCM, Papercut, Veeam, and web filtering systems.
12. Facilitate remote access from external software providers for technical support or to implement upgrades and patches to systems in accordance with internal processes.
13. Oversee and maintain servers and systems while proactively monitoring network and system performance across all campuses to ensure a consistently high-performing and secure environment. This involves identifying, diagnosing, and resolving any issues promptly, either independently or in collaboration with the team or external service providers.
14. Monitoring of network security including cyber security threats and illegal software, access controls and maintaining of auditing controls.
15. Develop and support the implementation of cybersecurity best practices, including assisting with routine security audits and vulnerability assessments.
16. Support Digital team during peak periods and critical projects.
17. Perform additional duties or tasks and assist with projects as assigned by their line manager.
18. Identify areas for CPD and self-improvement by utilizing the Colleges test environment and self-research.

General Responsibilities:

1. Promote and implement all College policies, particularly those which refer to health & safety, equality of opportunity and Safeguarding young people and vulnerable adults
2. Participate in College programmes of staff appraisal and continuing professional development
3. Develop effective working relationships internally and with external partners
4. To operate at all times in line with the College's values and behaviours
5. Undertake other duties as may reasonably be required in the interests of the efficient functioning of the College

PERSON SPECIFICATION

Qualifications

- Possess a Level 2 qualification in English and Maths or a willingness to achieve within a specified period
- Possess a Degree in Computer Science or IT related subject or considerable professional experience
- Evidence of continuous professional development

Experience

- Experience of managing, configuring and supporting a large enterprise wired and wireless network including switches and firewalls
- Experience of implementing systems and hardware to meeting a variety of customer requirements.
- Experience of working in an educational environment would be of great benefit to this role

Skills, Abilities and Knowledge

- In-depth knowledge of using ActiveDirectory, DHCP, DNS, Group Policy Management and Print Management.
- In-depth knowledge of Windows Server operating systems and solutions such as DFS, Domain Controllers and Print Services.
- In-depth knowledge of network protocols such as subnetting, TCP/IP, DNS, DHCP, Ethernet and Wireless
- In-depth knowledge of Microsoft 365 Admin Centre modules such as Exchange, Sharepoint, Teams, Entra.
- Knowledge of Virtualised Server environments (VMWare/ESX server preferable).
- Knowledge of configuring HPE FlexFabric and Aruba Switches.
- Knowledge of Firewalls (Fortigate preferable).
- Basic knowledge of SQL Server administration.
- Basic knowledge of Telephony PBX systems.
- An understanding of an access control system, how it functions and the importance of them.
- Excellent organizational and time management skills.
- Willingness to learn and develop new and existing skills
- The ability to develop positive working relationships with individuals at all levels.
- The ability to communicate effectively, verbally and in writing.
- Ability to work flexibly with job tasks and working hours, work under little supervision and use initiative and own judgement in making decisions.

Other Factors

1. An understanding of and commitment to safeguarding young people and vulnerable adults.
2. Ability to form and maintain appropriate relationships and personal boundaries with children and young people/vulnerable adults.
3. Emotional resilience.
4. The ability and determination to promote equality, diversity and inclusion throughout all aspects of college life, including employment and service delivery.
5. The position requires regular travel across sites, a clean driving licence and vehicle is desirable.