

Consilium Academies Recruitment Pack

Senior Support Engineer
Central Team



About the Role

Job Title: Senior Support Engineer

Hours: Full time, 36 hours per week. You will be expected to work such hours as are necessary to carry out the duties associated with the post.

Salary: £32,878 - £35,934 (NJC Grade 10 - Scp 30 to 33)

Do you have the drive, passion and commitment to deliver outstanding support? This is an opportunity to join a dedicated team of staff at Consilium Academies who are committed to providing the best possible education for our pupils.

We are looking to recruit an experienced “hands on” Senior Support Engineer to develop and implement the Trust’s ICT strategy in collaboration with the Head of Technical Services. The Senior Support Engineer will be based in one of our high schools.

The role includes the responsibility for the ICT network and cloud infrastructure for a cluster of Academies. You will focus on maintaining the service provision for the Academies within the cluster, including managing all aspects of ICT technical support. Experience in maintaining and supporting of client-server networks at an advanced level is essential.

We are looking for someone with excellent interpersonal skills who can clearly communicate with a diverse client group and is committed to the delivery of excellent customer service.

Please note we do not accept CV’s. Please complete the attached application form. We ask that all completed application forms are sent to HR@consilium-at.com

The closing date for applications is Friday 21st August at 9am.

Interviews will take place w/c 24th August.

Consilium Academies are committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Appointments are made subject to an Enhanced DBS Check.

The trust is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

Please note: If you have not been contacted within one week of the closing date please assume that your application has been unsuccessful on this occasion. We are unable to provide feedback on individual applications. Applications received after the closing time stated will not be considered.

About the Trust

The Consilium Mission

‘Consilium Academies will provide an inclusive partnership within our Trust and with our communities, where lives are enriched by providing care, experience and opportunity, and where every student benefits from the same opportunities to succeed’

“Partnership, Opportunity and Integrity”

Consilium Academies Trust is a Multi Academy Trust of 8 schools based across 3 hubs in Salford, South Yorkshire and the North East of England.

Consilium Academies believes in inclusivity, both in the schools and communities we serve. We are committed to working with our academies to ensure that our ethos is realised on a daily basis. The lives of our young people should be enriched by care, experience and opportunity. This is achieved by;

- helping children and young people to succeed to their potential academically, socially and emotionally;
- instilling a passion for lifelong love of learning and continued improvement so that our academies, staff and students can grasp their aspirations and ambitions;
- creating a family of academies that are inclusive and embrace diversity, where all members of the community feel supported, inspired and empowered to succeed;
- ensuring that all stakeholders are seen as partners in our work within the communities we serve.

The Trust operates a small central team led by our CEO, David Clayton. The team provide direct services to our schools as well as Trust level accountability, leadership and management. We operate a strong partnership model and our partner schools are instrumental in the continual growth and development of the trust.

We are aligning systems and processes throughout our school partnership and the input from our schools alongside the central team is therefore vital. The Trust works with its schools and academies in a supportive way that does not detract from the individual identity of a school.

WE ARE PROUD TO OFFER THE FOLLOWING STAFF BENEFITS TO OUR EMPLOYEES:

- Pension with the Local Government Pension Scheme and Teachers Pension Scheme
- 33 days annual leave plus bank holidays for all support staff (pro-rated for part time employees)
- 36 hour working week for all full time support staff
- Automatic pay progression for all staff in line with their current grading structure
- Enhanced contractual sick pay in line with the Burgundy Book and Green Book
- Employee Assistance Program with access to counselling and CBT 24 hours a day 7 days a week
- Access to an Occupational Health Provider
- Free membership to Perkbox with hundreds of exclusive perks and discounts available online and in store at many shops, gyms and restaurants
- Providing excellent CPD working alongside external experts such as “Ambition”
- Providing free parking on site for all staff
- We have many new build state of the art campuses
- We are a family of academies that are inclusive and embrace diversity

Job Description

Job Title:	Senior Support Engineer
Reports to:	Head of Technical Services
Grade:	£32,878 - £35,934 (NJC Grade 10 - Scp 30 to 33)

Main purpose of the Role

Responsibility for ICT network and cloud infrastructure for a cluster of Academies, under the supervision of Head of Technical Services.

Develop and implement the Trust's ICT strategy in collaboration with the Head of Technical Services.

Maintain the service provision for the Academies within the cluster, including managing all aspects of ICT technical support.

Support Academies within the Trust outside of the cluster, as and when required by the Head of Technical Services.

Core Responsibilities & Tasks

Technical Ownership

- Work with the Head of Technical Services, school Network engineers and the Trusts SLT to develop and implement the Trusts technical strategy and vision.
- Provide the technical escalation point for Trust Network Engineers and the Trust SLT.
- Be the solutions architect for changes to the Trusts school ICT networks.
- Assist with the creation and maintenance of documentation for all aspects of the Trusts ICT networks.
- Carry out technical audits of Trust school networks. Make recommendations, scope and carry out upgrades/changes where agreed and in line with the Trusts strategy and vision.
- Maintain a comprehensive change control process.

Operational Delivery

- Monitor support calls and provide assistance where required.
- Co-ordinate with Network Engineers, Head of Technical Services and SLT to ensure ICT and AV issues are resolved efficiently and professionally.
- Provide problem management and root cause analysis at Trust and school level.
- Resolve complex technical issues on site when required.
- Provide a reactive service for major incidents across the Trust.
- Provide a proactive service to mitigate major incidents at Trust level.
- Identify and communicate improvements to the Trusts ICT service that are beneficial to the Trust and teaching and learning either at individual schools or Trust wide.

Technical Leadership

- Assist in identifying training requirements for Network Engineers and assist in delivery.
- Provide remote and in person technical mentoring.
- Monitor technical trends and inform Trust stakeholders with a view to continuous improvement and have an enthusiasm for emerging technology and innovation. Additional Responsibilities.

Additional Responsibilities

- Appropriateness of designed Trust solutions (technical, required resource etc).
- Judgement of when Trust or technical issues require further escalation.
- Prioritisation of tasks and projects.

- Assisting the Head of Technical services with Trust engagements.
- Develop knowledge of individual schools and their ICT.
- Develop knowledge of emerging technologies with a view to teaching and learning

Corporate Responsibilities

- The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment
- To pursue and promote the achievement and integration of diversity and equality of opportunity throughout the Trust's activities
- To plan, monitor and review health and safety within areas of personal control
- To participate in the Trust's Performance Management process and engage in continuous professional development and networking to ensure that professional skills and knowledge are up to date
- To maintain high professional standards of attendance, punctuality, appearance, conduct and positive, courteous relations with students, parents and colleagues

Additional Notes

- This Job Description provides an overview of the principal accountabilities of the post and will include, but will not be limited to, those detailed. It is anticipated that the content of roles will evolve and change over time and such the balance of duties within the Job Description will change within the broad remit of the post. This Job Description does not form part of your contract of employment and will be updated from time to time in consultation with you.
- It is expected that all staff work collaboratively to share good practice, resources and ideas to realise Consilium Trust Vision and aims. All staff should act with professional integrity at all times, following the Code of Conduct.
- An Enhanced DBS Check will be requested on successful application to a position at the Trust or Academy.

Person Specification

Key Skills

- Ability to problem solve and think creatively.
- Ability to scope, design and deliver technical solutions.
- Produce technical documentation.
- Ability to work effectively with Trust stakeholders at all levels.
- Excellent stakeholder handling and inter-personal skills.
- Ability to cope with change and adapt quickly to a new and developing situation.
- The ability to work proactively with good planning and organisation skills.
- Excellent verbal and written communication skills.
- Excellent time management and punctuality.
- A flexible approach to out of hours working.
- Proactive with cost management and budget awareness.
- Customer focussed and committed to the delivery of excellent customer service.
- Excellent problem solving skills, highly analytical and a high attention to detail.
- Proactive with their own personal development.

Knowledge and Experience

- Experienced in maintaining and supporting of client-server networks at an advanced level including Microsoft Windows Server and associated management tools, MS Exchange, MS O365, Azure and Intune, VMware, Hyper-V, Cisco, MS and Apple Client OS, SAN, Anti-Virus,
- Highly developed diagnostic and troubleshooting skills incorporating end-to-end investigation, root cause analysis and resolution, inclusive of proposing future improvements.
- Excellent understanding of:
 - Server software and infrastructure
 - Server virtualisation technologies, Hyper-V, VMware
 - Internet protocols
 - Networking infrastructure
 - Backup solutions (on premise/hosted)
 - Wireless Infrastructure
 - IP telephony
 - Cloud infrastructure technologies
 - Print management
 - Network security
 - Remote network services
 - General Data Protection Regulation
 - Firewall and filtering
- Significant technical experience of successfully delivering complex installations (multi-domain, multi-site models).
- Able to mentor / coach other engineers and provide ongoing constructive feedback.
- Is recognised as a product specialist possessing in-depth knowledge within a field operations environment E.g. Microsoft Endpoint Manager, Cisco etc.
- Ability to act as an on-site technical lead engineer.
- Liaising with key stakeholders to meet key project milestones.
- Develop and maintain 3rd party partner relationship.