ROCHDALE BOROUGH COUNCIL

JOB DESCRIPTION

SERVICE:	Neighbourhoods
SECTION:	EDIT IT Operations Information, Customers and Communities
LOCATION:	Multiple sites (schools and academies), N1R
JOB TITLE:	Systems Engineer
POST NUMBER:	
Grade:	7
Accountable to:	School Technical Team Leader
Accountable for:	No-one
Hours of Duty:	37 hours per week subject to the provision of the Authority's scheme of flexible working hours and the operational needs of the team.
Any Special Conditions of Service:	The Authority operates a Smoke Free Policy for all its employees and applies to any building and associated grounds within in the immediate vicinity of the building which is wholly owned, leased or operated and occupied by Rochdale BC. This post is not Politically Restricted in accordance with the current regulations Occasional evening duties for which there will be compensation in accordance with local conditions of service. Travelling will be required in the course of this post's duties for which a Casual Car allowance is available. Annual Leave may only be taken outside of school term-time delivery to meet the needs of the service

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

ORGANISATIONAL CHART

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        MIS Manager (SIMS)
                |
     School Technical Team
            Leader
          /        \
  Systems Engineer   School Field Engineer
                            (x3)
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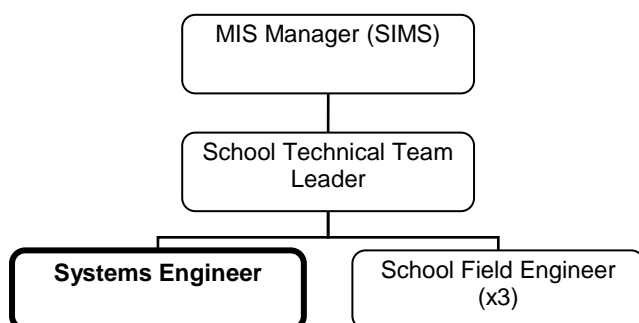
PURPOSE AND OBJECTIVES OF THE JOB

1. To ensure the development, support and maintenance of ICT systems for schools including workstation and server-level support.

2. To ensure the delivery of projects relating to management information systems, ICT communications infrastructure and curriculum ICT.

Principal Duties

1 To assist in the preparation of plans for the installation and upgrading of ICT and Management Information Systems.

2 To support ICT systems and infrastructure in schools including the full recording of details required for the Teams management needs.

3 To assist in the development of new ICT systems to meet the requirements of service objectives.

4 To carry out maintenance to ICT systems in accordance with appropriate SLAs and agreements with suppliers etc.

5 To assist schools with queries and problems relating to the use of ICT systems.

6 To assist with the investigation, appraisal, design and implementation of the developments and enhancements to the EDIT-supported school's network.

7 To provide support of the EDIT network systems and infrastructure for schools and other network users.

8 To provide support of the EDIT-supported user accounts.

9 To provide technical expertise to enable EDIT systems to respond to changing requirements.

10 To ensure that EDIT systems are maintained and developed in the light of changing requirements.

11 To manage the deployment of antivirus and software update systems at server and workstation levels.

12 To monitor and maintain antivirus and software update systems and provide management information relating to the use and stability of the systems.

13 To manage secure data storage including the provision of backup and recovery services for system users.

14 To monitor and maintain backup and recovery systems and provide management information relating to the use and stability of the systems.

15 To undertake and maintain school systems crash recovery procedures.

16 To undertake on site project management.

17 To co-ordinate EDIT Team and third parties on school ICT related projects.

18 To manage, maintain, create and deploy the application of Group Policies to the EDIT-supported Domain and Cloud Servers, Workstations and User Profiles.

19 To mentor, support and provide training to School Field Engineers.

20 To keep abreast of new developments in ICT and their likely effects on the ICT systems used in schools and the LA.

21 To deputise for the School Technical Team Leader.

22 To be familiar with all equipment, operating systems and applications in use by the team.

23 To follow best practice for the security and stability of network(s).

24 To coordinate in the crash recovery of systems providing centrally managed services.

25 To conduct disaster recovery tests.

26 To ensure procedures are followed to ensure that sensitive data is treated appropriately and with full regard to data protection and other legislation and good practice.

27 To perform his/her duties in accordance with relevant performance standards and targets, the services commitment to continuous improvement and ITIL framework.

Secondary Duties

28 The post holder will be responsible for working in accordance with departmental and RBC Health & Safety Policies and procedures at all times, in respect of themselves, staff under their control and any other persons affected by their actions or omissions whilst at work.

29 To keep abreast of new developments in ICT and their likely effects on the ICT systems used in schools and the LA.

30 To comply with school and Council policies and guidance on security of premises, equipment and software of the institution are maintained at all times and especially when entering and leaving premises.

31 To participate in Council programmes of In-Service Training as a trainee, and when required as a trainer or facilitator.

32 To contribute to and actively participate in meetings in the relation to the role of the post including attendance at regular team meetings.

33 To provide support to others as necessary in order to ensure that the needs of the service are met.

34 To undertake such other duties and responsibilities of an equivalent nature as may be determined from time to time by the Service Head (or nominated representative) in consultation with the postholder (and if he/she so wishes, with his/her Trade Union representative).

Control of Resources

Personnel (direct reports)

This is subject to change as the role operates in a matrix management method. Different staff will report into this role and this role will report into different staff depending on the nature of the work and project plans

Financial

To perform financial assessments in the form of Value for Money, Return on Investment and Total Cost of Ownership studies on technical ICT based systems

Equipment/Materials

Access to all ICT data centres, server rooms, servers, administration software and network equipment will be approved by School Technical Team Leader (as delegated through senior management and SLA) assigned/implemented using the change management process.

Health/Safety/Welfare

Responsibility for the safety and welfare of self and colleagues, in accordance with the Health and Safety Policies of the Council.

Equality and Diversity

To work in accordance with the Authority's Policy relating to the promotion of Equality and Diversity.

Training and Development

The post holder will be responsible for assisting in the identification and undertaking of his/her own training and development requirements in accordance with the Council's Performance Management Framework.

Relationships (Internal and External)

Internal: RBC colleagues within I.C.T., Rochdale BC School Finance, Rochdale BC SEND (including RANS) and Rochdale BC School Improvement Service

External: School staff, governors and senior leadership teams, third-party suppliers

Responsibilities

The postholder must -

(i)   Perform his/her duties in accordance with Rochdale Council's Equality and Diversity Policy.

(ii)   Ensure that Rochdale Council's commitment to public service orientation and care of our customers is provided.

Values and Behaviours

Approach the job at all times using the values set out below

- Proud of the difference we make
- Passionate about the diversities of the Borough
- Pioneering and Open in our Approach

Be aware of and apply these values and associated behaviours at all times.

Job Description prepared by   David Brooks   Date   18/02/2020

Agreed by Postholder   Date

Supervisor/Line Manager   Date

Assistant Director   Date

Service :	Neighbourhoods	Post:	Systems Engineer
Section :	ICT Operations	Post Number :	
Job ref:		Grade:	7

Note to Applicants:
The *Essential Criteria* are the qualifications, experience, skills or knowledge you MUST SHOW YOU HAVE to be considered for the job.

The *How Identified* column shows how the Council will obtain the necessary information about you.

If the *How Identified* column says the **Application Form** next to an *Essential Criteria* you MUST include in your application enough information to show **how** you meet this criteria. You should include examples from your paid or voluntary work.

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

	Criteria	Essential (E) or Desirable (D)	How Identified: AF Application Form I Interview A Assessment
	Filter Questions		
1			
(a)	**Special Working Conditions**		
1	Please confirm that you can work occasional evening duties for which there will be compensation in accordance with local conditions of service.	E	AF
2	Travelling will be required in the course of this post's duties for which a Casual Car allowance is available. Please confirm that you are available to travel.	E	AF
3	Annual Leave may only be taken outside of school term-time delivery to meet the needs of the service.	E	AF
(b)	**Qualifications and Experience**		
1	Please confirm that you hold a suitable Microsoft qualification (or commitment to train towards with suitable experience in the support and maintenance of ICT systems in a network setting including delivering of computer engineering support of personal computer maintenance, server configuration and Microsoft operating systems and Office Suites)	E	AF/I/A (if relevant certificates to be brought to interview**)**
2	Please confirm that you have working experience of schools needs related to security and safeguarding around high level of Internet filtering and email protection	E	AF/I
3	Please confirm if you hold a ITIL Foundation v3 or above (or willingness to train towards)	E	AF **(if relevant certificates to be brought to interview)**
(c)	**Skills and Knowledge**		
1	Please detail your good written and oral communication skills.	E	AF/I
2	Please explain your proven organisational skills.	E	AF/I
3	Please explain your ability to develop a good working relationship with a wide range of client staff whilst working to tight deadlines and maintain excellent customer services.	E	AF/I
4	Please detail your ability to work both effectively as part of a	E	AF/I

	team and with minimum supervision			
5	Please explain your demonstrable ability to manage workloads, meet deadlines and work under pressure, taking initiative when required.	**E**		**AF/I**
6	Please detail your experience of technically supporting multiple non-technical clients through remote and onsite support of workstation, server <u>and</u> cloud-service related issues for example, network patching, software updates and non-standard requests resolution.	**E**		**AF/I/A**
7	Please explain your ability to access and evaluate technical solutions and their impact on service delivery for the business and customer end-users.	**E**		**AF/I**
8.	Please explain your ability to innovate and create solutions that meet business needs whilst offering value-for-money and meeting industry best-practice guidance.	**E**		**AF/I**
9.	Please explain your ability to supervise and coach individuals through technical issues, acting as a leader and exemplar when necessary.	**E**		**AF/I**
(d)	**Behaviours and Values**			
1	Approach the job at all times using the values set out below: • Proud of the difference we make • Passionate about the diversities of the Borough • Pioneering and Open in our Approach Please confirm you are willing to adhere to these values and behaviours.	**E**		**AF/I**