

Chief Executive: Mr Tarun Kapur CBE
Chairman: Mr Brian D Rigby MBE

Dear Applicant,

Thank you for your interest in the position of **Lead IT Engineer**.

The position is predominantly based at **Dean Trust Rose Bridge**, Holt Street, Wigan, WN1 3HD, although the successful candidate will be required to work at all the schools/academy sites within the current and future Trust, and to travel to other venues as and when required.

Salary – Grade 7 Point 26-31

- 37 hours per week
- Full time including school/academy closure periods
- Holiday entitlement will be dependent upon any previous local Government experience
- Local Government Pension Scheme

Please find below a job description and person specification.

Application forms are available to download by visiting the Trust website
<http://thedeantrust.co.uk/jobs/>



Job Description

The information contained below is to help staff understand and appreciate the work content of their post and the role they are to play in the operation. However, it should be noted that whilst every effort has been made to outline all the duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings may therefore have been used, in which case all the usual associated duties are included in this job description.

Job title	Lead IT Engineer
Reporting to	Group IT Manager
Main purpose of job	To provide proactive and reactive hardware, software and peripheral support to all staff, students, Trustees/Governors, visitors and third parties in line with school/academy and Trust requirements.

Key responsibilities:

- To provide 1st & 2nd line hardware, software & peripheral support to all Trust staff, students, Trustees/Governors and third party visitors
- To complete helpdesk incident & problem requests in line with internal policies and procedures, ensuring compliance with these at all times
- To take proactive & reactive support of all user operated IT & AV equipment, ensuring that downtime through consumable life expectancy is kept to a minimum
- To act as the technical escalation point for User Support Officer escalated support at their site(s)
- To work collaboratively across the Trust, to share information within the IT department (through the production & use of Knowledge Base Articles and User Guides)
- To attend weekly IT operations meetings (either in person or via video conferencing) with up to date IT support information about their local site(s)
- To understand the essential requirements of complex networking systems
- To provide Operating System level support in Windows 10 and all current versions of Microsoft Office & other applications used across Trust schools/academies
- To provide Server Operating level support in Server 2008, 2012 & 2016 (supporting new and existing applications)
- To ensure audit information at their local site(s) is accurate, up to date and that all staff have signed relevant documentation relating to Acceptable Use of IT and hardware asset deployment
- To report security breaches (such as Anti-Virus, Content Filtering, unauthorised access attempts) to the Group IT Director if discovered during routine support
- Ensure Teaching & Learning requirements are met at their local site(s)

All employees have the responsibility to:

- Ensure any documentation produced is to a high standard and is in line with the brand style

- Be aware and comply with all policies and procedures relating to safeguarding, child protection, health, safety and security, confidentiality and data protection, reporting all concerns to the appropriate person
- Participate in training and other learning activities as required
- Participate in the school/academy Performance Management process
- Provide appropriate guidance and supervision and assist in the training and development of staff as appropriate
- To promote the area of responsibility within the school/academy and beyond
- To represent the school/academy at events as appropriate
- To support and promote the school/academy ethos
- To undertake any other duties and responsibilities as required that are covered by the general scope of the post
- To undertake any other reasonable duties at the request of the Chief Executive Officer, Group IT Manager and Headteacher.

The job description will be updated where appropriate in consultation with the post-holder.



Person Specification

Education and qualifications	<p>Essential</p> <ul style="list-style-type: none">• Educated to degree level within an ICT related subject or at least 5 years working as an ICT engineer• Working towards/willingness to work towards ITIL V3 Foundation Certificate in Service Management <p>Desirable</p> <ul style="list-style-type: none">• Microsoft / other ICT professional qualification• ITIL V3 Foundation Certificate in Service Management• Cisco / HP Vendor qualifications
Experience	<p>Essential</p> <ul style="list-style-type: none">• Previous experience in an ICT helpdesk/ICT support role• Experience supporting a range of technologies, including but not limited to; laptops, PC's, iPads, Surfaces, Projectors and IWB's• Ability to diagnose and repair a variety of hardware and software issues such as failed hard drives, smashed laptop screens and software errors / alerts• Experience in the creation & management of users within Active Directory & Exchange• Experience of Avaya Phone Manager software (1st line support)• Experience working with third party contractors & solutions providers• Experience in upgrading applications such as SIMS.net• Experience of System Centre Endpoint Protection• Experience in supporting Google Docs / Moodle requests• Detailed understanding of KCSIE (Ofsted) and understanding eSafety concerns for their site(s) <p>Desirable</p> <ul style="list-style-type: none">• Experience in a busy multi-site ICT helpdesk• Experience creating clear, concise and professional user guides, knowledge base articles and technical reference guides• Experience of Citrix Application creation & management• Experience of working within the education sector.
Knowledge	<p>Essential</p> <ul style="list-style-type: none">• Detailed understanding of the latest Microsoft Windows Operating Systems & Microsoft Office packages• Knowledge of deploying images through WDS• Experience working in an ITIL environment• Possess an understanding of network security (both physical and virtual) to ensure that systems remain secure, robust and protected from internal risks• In-depth knowledge in a variety of Audio Visual technologies (including but not limited to interactive TV's, Projectors Main Hall AV solutions, lighting / sound desks and hazers) <p>Desirable</p> <ul style="list-style-type: none">• Knowledge of creating & managing images through WDS• Understanding of DNS & DHCP configuration• To understand Inventory visitor management systems and their ability to link into MIS systems (specifically SIMS)
Skills and abilities	<p>Essential</p> <ul style="list-style-type: none">• Clear, concise and methodical worker with the ability to work both on

	<p>their own and as part of a team</p> <ul style="list-style-type: none"> • Ensure compliance with internal processes and procedures • Owner of a car/vehicle and insured to use this for work purposes • Ability to change priorities quickly as required by the IT Team Leader (Central Hub) or Group IT Manager • Approachable, confident and articulate – the post holder will need the ability to convey technical issues / resolutions to users with a varying level of IT • Analytical and methodical • Ability and willingness to take ownership of tasks and work as a member of a team • The willingness to share knowledge with team members, superiors and users • To train staff on all in-class technology, ensuring this technology is an enabler to their T&L not a barrier <p>Desirable</p> <ul style="list-style-type: none"> • Understanding of when an incident/problem needs to be escalated to the next level of support • Detailed understanding of CCTV systems and access control systems, including access permissions and control mechanisms
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