**POSITION: IT Field Engineer for the London and M25 area**

**JOB OVERVIEW**

**Summary of role**

IT Support Engineers provide onsite IT leadership, service, and support duties to their sites.

You will be the key point of contact responsible for the support and project delivery of IT to end users at several of our academic sites in the London region and within the M25. There will be travel to other sites as required - It is essential you have a valid driving license.

In the role you will engage Pre prep schools and nurseries, taking ownership of the IT onsite. You will be the main point of contact for all IT systems (helpdesk, infrastructure, devices, applications and services) and for all issues and requests that require physical attendance and cannot be dealt with remotely.

You will be responsible for maintaining all IT equipment at your sites and will take pride in keeping all equipment in working condition. This includes, but is not limited to desktop PCs, laptops, iPads and comms room cabling and equipment. You will also be required to produce and maintain detailed documentation of the IT infrastructure and equipment at your sites and contribute to a central knowledgebase.

Projects are varied including new site set ups, installations, moves and changes for hardware, software, networks, and telephony. The environment is largely Microsoft based, so you will support Office, Outlook, SharePoint and teams as well as several business applications and devices.

The role is extremely varied and will include providing technical assistance and support to all at a 2nd/3rd line level. As part of the position training will be provided when required.

The successful candidate will have a pro-active attitude and an aptitude for working with applications/systems and be able to carry out the correct analysis, prioritisation and diagnosis, leading to the swift resolution of issues raised. Ensuring that the customer is kept informed and advised will also be important.

The key to success will be in ensuring that all Service tickets such as incidents, problems and requests are recorded, tracked, and resolved to service level adherence in ensuring our sites and staff are fully supported in their day-to-day activities.

Reports to: IT Network Manager

Reports in:

**JOB DESCRIPTION**



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| **KEY TASKS** |  |
|  | * The ability to work well under pressure to strict deadlines * Administration of office365 and Intune accounts * Receiving of logged incidents or requests from the Service Desk and dealing with them accordingly * Work closely with central teams to ensure a high level of service is maintained * To prioritise all incidents correctly so that those of a greater impact to the business are dealt with first * Note and observe trends and create Problem Records to resolve * Application installations and configuration * Configuration and provision of new hardware * Liaising with the Service Desk to ensure that all SLA’s are met and providing information to be given to the customer should a breach happen * To ensure that all tickets are updated fully in the helpdesk system and that the customers details are checked and amended where needed * 2nd and 3rd line support – troubleshooting business applications, shared applications, hardware, mobile, telecoms and printers * Troubleshoot network issues and be able to patch cabling correctly to ensure minimal interruption is experienced by the end user * To ensure that an accurate record of all company IT assets are maintained correctly and a knowledgebase is kept and maintained with up to date instructions on fixes or tutorials * Manage user accounts, including setting up new accounts, resetting passwords, and configuring access permissions. * To maintain a high degree of customer service for all on-site support queries * Publish solutions to problems within the helpdesk and pro-actively share information amongst the other members of the team. * Liaise with 3rd party vendors, ensuring that they adhere to specified SLA’s and escalating where these are about to fail * Any other reasonable task as required by the IT management team * Ensure IT documentation and procedures are consistently maintained, of good quality and effective in meeting end user expectation. * Microsoft Windows server administration. * Windows Desktop imaging, support, and administration. * Mobile technology support of devices such as apple, android, and Microsoft platforms. * Good understanding of audio / visual components and supporting technologies. |
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| **Person Specification** | | |
|  | **Essential** | **Desirable** |
| Qualifications | * Degree or equivalent * A level or Equivalent | * IT Qualifications or an IT related degree desirable |
| Experience | * At least 2 years’ experience from a past IT support or IT Field position * Experience of supporting Microsoft applications and Office365 administration * Hands on network experience of LAN/WAN, wireless networks, switches, routers, and security technologies such as firewalls. | * Previous project and project co-ordination experience would be desirable |
| Knowledge | * Knowledge of LAN/WAN and Active Directory |  |
| Skills and Attributes | * Excellent communication skills, telephone manner and face-to-face * Excellent organisational and prioritisation skills * Full UK Driving License (Must be willing to travel) |  |
| Personal Qualities | * Be an effective team player that works collaboratively and effectively with others * Excellent interpersonal skills, communicating (verbally and in-writing) effectively to a wide range of audiences * Support, motivate and Inspire both colleagues and pupils by leading through example * Suitability to work with children * Confidence, warmth, sensitivity, reliability and enthusiasm * Self-motivated, organised, dependable and trustworthy with a genuine ‘Can Do’ attitude | |
| **Equal Opportunities and Commitment** | Commitment to equality of opportunity for all regardless of gender, disability, religion, and ethnic origin  **Demonstrate a commitment to:**   * safeguarding and child protection equalities * promoting the school’s vision, values and ethos * high quality, stimulating learning environment * relating positively to and showing respect for all members of the school and wider community * ongoing relevant professional self-development | |

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| I have read and understood the responsibilities for the position of XXXXXXXXX. I am aware that the Job Description is subject to change accordance with the needs of the business. | | | |
| **Name:** |  | | |
| **Signed:** |  | **Date:** |  |

Inspired Learning Group committed to safeguarding and promoting the welfare of children & young people and expects all staff to share this commitment. Applicants must be willing to undergo child protection screening, as all new staff will be subject to enhanced DBS clearance, identity checks, qualification checks and employment checks to include an exploration of any gaps within employment, two satisfactory references and registration with the Disclosure and Barring Service (DBS).