

JOB PROFILE

IT SYSTEMS ENGINEER

To start: September 2023
(This date is flexible for the right candidate)



Lucklex
HOUSE SCHOOL



IT SYSTEMS ENGINEER

OVERVIEW

Luckley is a warm and welcoming school; we are a community, small enough at around 350 for everyone to be seen, valued and counted, but large enough to provide an excellent education, hosting a wide variety of academic, sport and creative opportunities.

We are a co-educational school with the privilege of educating boys and girls from Year 7 through to Year 13, with both day and boarding places on offer.

There is an exciting opportunity to join the Luckley House School IT Services Team as their Systems Engineer. This is a new role and is due to the success of the School and its growth over the last few years.

You will be joining a small hard-working team who are passionate about IT and wanting to provide the best service they can to the whole School community. Technology plays a big role in the life of staff and students at Luckley House School, so it is vital that the IT Services Team have the skills, technically and personally, to support this.

The role of Systems Engineer will be a key role so you will be using your hard-earned skills to have a significant impact on the IT Services Team and the School.

TERMS AND CONDITIONS

Start date: September 2023 (this date is flexible for the right candidate).

Terms: This is a permanent, full time role.

Hours: Monday to Friday 08:30 – 16:30
(35 hours per week).

Hours during term time and school closure periods remain the same.

Salary

Approximately £30,000 to £35,000 per annum depending on qualifications and experience.

Non-Contractual Benefits

- School's Pension scheme, with a generous employer contribution, as well as a death in service benefit
- Staff discount on basic tuition fees subject to the member of staff's child(ren) meeting the entrance requirements
- 30 days annual leave plus bank holidays
- Staff carpark
- Employee Assistance Programme (EAP)
- Free lunches during term time
- Use of the school gym.

Closing date: Tuesday 4 July 2023 (noon)

(Early applications are encouraged as we reserve the right to interview and appoint before the closing date.)



JOB DESCRIPTION

Job Title: IT Systems Engineer

Accountable to: Director of Information Systems

Job Purpose

The primary purpose of this role is to maintain effective and up to date Information Communication Technology Systems. In addition to assisting with Level 1, 2 and 3 tasks, this position also has a project role associated with it. The project role requires the IT Systems Engineer to be responsible for designing, implementing and managing technical solutions in consultation with the Director of IS.

The position requires employees who have highly developed skills and knowledge, and advanced competency in a multitude of IT Systems, including Cloud Services, On-Premise Infrastructure and Integration. The position must also be capable of engineering solutions that require gathering of facts, analysis of the situation, interpretation of the requirements, planning the implementation and performing the implementation of the relevant systems.

The IT Systems Engineer is also responsible for following existing policies, procedures and practices in assisting the Director of IS to plan and manage the workflow of the Help Desk Manager and the IT Support Officer.

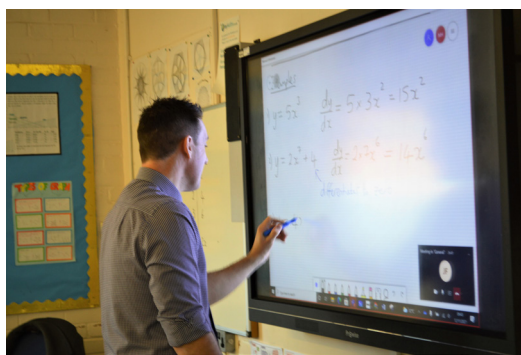
Key Accountabilities

Engineer Solutions, under the guidance of the Director of IS, as follows:

- Research solutions.
- Trial and perform Proof of Concepts for solutions.
- Provision required infrastructure and services for solutions.
- Manage the implementation of solutions.
- Manage post implementation of solutions and Business as Usual (BAU) relating to implemented solutions.
- Liaise with Contractors & Suppliers.
- Train other IT Staff in the use of relevant solutions.
- Assist the Director of IS in strategic planning.

Assist the Director of IS in advanced support of the School's IT Infrastructure as follows:

- Provide the first escalation point for the Help Desk Manager and the IT Support Officer.
- Assign/delegate job tickets & tasks as required.
- Work autonomously and with the Director of IS on supporting the School's Network infrastructure, including network and server infrastructure and software such as servers, network switches, firewalls, routers.
- Manage and maintain physical and virtual servers across the campus and cloud infrastructure using technologies such as, Hyper-V and Azure.
- Manage and maintain online Software-as-a-Service (SaaS) products such as Office 365.
- Manage and maintain SQL Server databases and manage queries.
- Manage and maintain the School's telephone system (Teams Calling).
- Possess a good knowledge of scripting and automation concepts.
- Ensure all backups are functioning correctly and are appropriately stored according to procedures and guidelines.



Provide IT support as follows (but not limited to):

- Provide Help Desk Level 1, Level 2 and Level 3 IT Support to students and staff.
- Install, maintain and troubleshoot software programs for the School.
- Install, maintain and repair ICT hardware within the School (printers, laptops, PC's).
- Manage and maintain infrastructure needed for printing/copier services.
- Maintain the infrastructure to support a 1:1 device school.
- Assist the Director of IS in maintaining the School's active directory to ensure all staff/student queries have been addressed (logons, passwords).

Provide administrative support to the School as follows (but not limited to):

- Assist in the development of all guidelines and procedures with the IT department.
- Ensure all documentation of maintenance registers, guidelines and procedures are up to date.
- Liaise with the Director of IS on the latest Communications Technology.
- Report to the Director of IS on any ICT issues that arise.
- Liaise with third party vendors to organise warranty/non-warranty repairs on ICT equipment when needed.
- Provide advice, training and skills transfer activities that contribute to building a highly skilled and efficient ICT team.
- Take on a wider customer service role and promote this ethic to maintain a high degree of customer service for all support requests.
- Promote the effective and safe use of technology within the School.
- Assist the IT Services team in training staff and students on the safe and correct operation of IT equipment throughout the School and support them in the use of ICT to become an effective tool.

Any other reasonable tasks as required by the Director of IS and/or Leadership Team.

Other

The job description and person specification may be reviewed on an on-going basis in accordance with the changing needs of the department and School. This job description and accompanying documentation do not form part of the employment contract.

Information Security, Confidentiality and Data Protection

During the course of employment, the post holder may have access to, see or hear information of a confidential nature and he/she will be required not to disclose such information. All person identification information must be held in the strictest confidence. All employees are required to make themselves familiar with the School's Privacy Notice for Staff policy.



PERSON SPECIFICATION

ESSENTIAL DESIRABLE

QUALIFICATIONS/ATTAINMENT		
Bachelor's Degree or equivalent experience in Information Technology.	✓	
Five to ten years' experience in an IT Systems Administrator or Systems Engineer role.	✓	
Certificates in Windows Server, SQL Server, Exchange, Microsoft Office Suite.		✓
SKILLS/KNOWLEDGE		
Advanced Knowledge of Infrastructure such as Servers and Hyper-V.	✓	
Advanced Knowledge of and experiencing in configuring Switching, Wireless Technologies, VLANs, Routing, IP Addressing, Subnetting.	✓	
Advanced Knowledge of Scripting and Automation technologies such as PowerShell.	✓	
Advanced Knowledge across a multitude of Windows Server Services, such as Active Directory, DNS, DHCP, NPS and related cloud services.	✓	
Advanced Knowledge of Windows Server products such as Microsoft Exchange and Microsoft SharePoint.	✓	
Knowledge of computer components and fault diagnosis of PCs and peripherals.	✓	
Knowledge of customer service techniques and the ability to provide telephone technical support.	✓	
A high level of organisational, communication and interpersonal skills.	✓	
PERSONAL QUALITIES/DISPOSITION		
High level of professional standards and conduct.	✓	
The ability to work effectively with minimal explicit direction and supervision.	✓	
The ability to work to deadlines.	✓	
Excellent troubleshooting skills and the ability to find solutions through creative thinking and collaboration.	✓	
A willingness to be a member of a team and to work collegially with other staff members.	✓	
BACKGROUND/EXPERIENCE		
Experience and/or Certifications in Azure and Intune.		✓
Experience and/or Certifications with Sophos Intercept X and Sophos XGS series of firewalls.		✓
Experience with installation and maintenance of networks and supporting infrastructure.		✓
Familiarity with SIMS school management system.		✓
OTHER		
A commitment to safeguarding and promoting the welfare of children and young people.	✓	
Empathy for the Christian ethos of the School.	✓	
Understanding of the requirements of equality and diversity.	✓	

WHAT OUR STAFF SAY.....

“One of the first things that struck me when I arrived at Luckley house was the welcoming and friendly nature of the staff and pupils. Before I took up my post in September, I was given a helpful and informative induction, meeting the relevant members of staff and being provided with all the information I needed to start the new term as smoothly as possible.

The admin team were always quick and helpful in answering questions and my Head of Department ensured that the hand over for classes enabled me to understand as much as I could before starting to teach.

The school is well organised and the pupils are friendly and positive. The small class sizes at Luckley House are great for getting to know the pupils quickly and being able to have time to identify and support their learning. I have been able to settle quickly and although it takes time to learn how a new school operates there is always someone willing to answer my questions and point me in the right direction”.

David, Teacher of Maths

“Starting work in a new school, during a pandemic, is a challenge, however, from the first interaction I had with the school I felt that this was a place where I could thrive and be happy. Despite working in bubbles, the staff were, without exception, welcoming and totally supportive.

The students are a delight and the working environment is a joy. As you can see, I am a complete LHS convert and hope to teach here until retirement!”

Julie, Head of Psychology



“I am two months into my time at Luckley House School working in the English Department, but it feels like I’ve been a part of this community for a lot longer.

The students are the best thing about the school – they are polite and kind and motivated to succeed. Second to that, the staff body. Whereas in larger schools you tend to congregate with your own department, at Luckley House we all gather together in the staff room. Some departments only have one or two members of staff; I knew the school was small but this still surprised me when I first arrived.

The boarding aspect of school plays a major role in creating the community feel here. As well as being a truly community minded school, there is a rigorous focus on students achieving their academic potential. The systems in place to monitor progress are impressive.

It’s easy to promote the school on our Open Mornings: Luckley House is a community school which fosters excellence both inside and outside of the classroom. It does what it says on the tin”.

Holly, Teacher of English

HOW TO APPLY

For further details please contact Mrs N Hall, Director of HR on 0118 978 4175 or email narene.hall@luckleyhouseschool.org

Alternatively, an application can be downloaded and submitted via the TES website at: www.tes.com/jobs/employer/-/1002273

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