

JOB SPECIFICATION



SENIOR IT ENGINEER



OVERVIEW

We have a vacancy based at an education Managed Service client in Reading, Berkshire for a Senior IT Engineer to provide support to all stakeholders (Teaching and support staff, students and visitors), provide overlay support to the school site and support the day-to-day running of the school's ICT systems.

WE WANT YOU TO...

- Provide day-to-day support and management of the school's ICT resources ensuring that there is adequate provision to meet the needs of the staff and students.
- Assist the Director of IT with business as usual projects and to take a lead in resolving infrastructure related issues.
- Provide management and support of the client's core infrastructure, services and data within defined SLA's to ensure a continuity of service to all users including fault diagnosis, resolution and escalation.
- Deploy end user hardware such as desktops, laptops and tablets, cabling, printers, AV equipment and other peripherals as well as deployment and management of end user software.
- Support school events and activities, ensuring that IT and AV are available for use when required.

YOU HAVE GOT...

- A good logical approach to problem solving, excellent communication and stakeholder management skills with an ability to handle administration tasks with accuracy and have a willingness to learn new skills.

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- Broad experience of supporting an IT infrastructure with particular emphasis on end user devices, support within an educational environment.
- Knowledge of VMWare Horizon would be advantageous but not essential.
- Excellent troubleshooting and diagnostic skills.
- Excellent knowledge of Microsoft Windows operating systems, VMWare, desktop applications and associated hardware such as laptops, desktops, printers and peripherals.
- Experience of working within a structured IT support/helpdesk environment.
- An ability to communicate with multiple audiences at various levels: SLT, teachers, support staff and students.
- The capability of managing multiple work streams simultaneously so strong time management skills are a must.
- Experience in the following key technologies:
 - Windows 10 (1809, 1909 & 2004) & Windows Server 2012 R2, 2016 & 2019
 - Desktop and server hardware
 - VMware ESXi, vSphere and vCenter
 - Microsoft Office 365 and desktop office suite
 - Google G Suite for Education
 - Active Directory, Group Policy
 - Networking – DHCP, DNS, TCP/IP, VLAN, switching, firewall, wireless, WAN
 - Virtual server backup technologies such as Veeam
 - Mobile device management - Apple (JAMF), Chromebook (G Suite) etc
 - Audio & Visual Equipment, interactive screens, whiteboards and projectors
 - Anti-virus technologies
- It would also be beneficial to have experience of:
 - Apple Mac Technologies (OSX and iOS)
 - Storage technologies e.g. SAN and NAS
 - VMWare Horizon virtual desktop infrastructure technologies
 - Web & E-mail Security in regards to child safeguarding
 - Educational MIS systems (SIMS, Schoolbase, iSAMS etc).
 - Teaching and learning applications and hardware

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WHY COMMERCIAL..?

- Competitive salary
- Complementary refreshments including lunch during term time.
- We all get a generous holiday allowance of 25 days plus bank holidays which increases with length of service
- A variety of training & Development programmes tailored to you
- Earn extra money if we hire your friends or family with our employee referral programme
- Looking for a little extra? You could get a day off for doing charity work and you might even get a treat on your birthday and work anniversary!
- A range of team and social events
- Cycle to work scheme, pension contributions, Employee support programme, Flexi time scheme and more

NOTES...

- Due to the nature of our clients, enhanced DBS is essential.