

	Carshalton Boys Sports College Winchcombe Road Carshalton Surrey SM5 1RW
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Job Description

Job Title:	Senior Network Support Engineer
Pay Scale:	APT&C Scale SO1, £26,664-£28,311
Hours of Work:	36 hours per week Full Time Monday to Friday, to be negotiated between 07:30 & 17:30

Job Purpose

- Maintain, configure and develop the school IT estate
- Provide technical support to users
- Manage a team of helpdesk assistants, including training, guidance and support
- Deputise in the absence of the IT Manager

Accountable to

IT Manager

Line Manager to

Helpdesk Assistants

Duties and Responsibilities

- Install, configure, deploy and maintain hardware and virtual server instances
- Install, configure, deploy and maintain software packages
- Troubleshoot and solve advanced technical problems and faults
- Manage user accounts, set permissions and passwords on a variety of systems
- Manage the helpdesk, including logging, categorising and prioritising support requests
- Assist with the design and revision of switch schematics, and configuration and deployment of network switches (including VLANs) and wireless access points
- Assist with the installation, configuration, deployment and maintenance of a wide variety of new and existing systems and technologies that make up the school IT estate
- Oversee the security of the IT estate, ensuring systems are secure and protected from internal and external threats
- Advise on and implement appropriate systems and measures that aim to protect and educate pupils and staff in their use of IT systems and technologies
- Train staff on new and existing systems

Additionally, you will be required to:

- Maintain an up-to-date hardware and software inventory of the IT estate
- Produce audits and reports on IT use, as and when required
- Monitor improper use and infringements, and refer to the IT Manager
- Proactively monitor the health and status of the network, in order to reduce the likelihood of system failures and downtime
- Liaise with hardware and software suppliers
- Liaise with third-parties to resolve a range of issues
- Work closely with the Governing Body, Senior Leadership Team, IT Manager and Data Controller to ensure the school complies with legislation such as the Computer Misuse Act, Copyright, Designs and Patents Act, Data Protection Act, and Health and Safety at Work Act

Share in the day to day running of the school:

- Promote a positive atmosphere through the encouragement and praise of pupils
- Promote the ethos and policies of the school
- Attend school events, including Open Evenings, as required by the Senior Leadership Team and IT Manager

Additional Duties

You may be required to carry out additional duties as the Senior Leadership Team or IT Manager may reasonably request from time to time.

You will be responsible for promoting and safeguarding the welfare of children and young people.

You will have a medium degree of responsibility for the children and young people that you will come into contact with.

You must comply with the school's Health and Safety Policy, undertaking risk assessments as appropriate and to work within the school's Equality and Diversity Policy.

Equal Opportunities

Ensure that the spirit of the school policy is implemented.

Signed:.....

Print Name:

Date:.....

Person Specification

Qualifications:

• A good degree in any subject	D
• Microsoft Certified Professional	D
• Cisco Certified Network Associate (CCNA)	D

Experience:

• Experience working in an IT environment	E
• Microsoft Windows Server	E
• Active Directory, Group Policies, DHCP & DNS	E
• VMware vSphere	E
• Configuring and implementing VLANs	E
• Force10 / Cisco switches	E
• Microsoft Office	E
• Microsoft Exchange Server	D
• Mac OS X	D
• Mobile Device Management (MDM) and Apple Configurator	D
• EqualLogic / EMC SAN	D
• Avaya IP Office	D
• Smoothwall firewall	D
• Research Machines (RM) CC4	D
• SIMS.net Management Information System	D
• Ruckus wireless management system	D
• Symantec Backup Exec	D
• Sophos Enterprise Console	D
• Google Apps / Office 365	D

Skills, abilities and personal qualities:

• Strong organisational and planning skills	E
• Excellent communication skills, verbal and written	E
• Has a pro-active and creative approach to their work	E
• Ability to adapt in a changing role	E
• Willingness to undertake further professional development	E
• Ability to prioritise and manage conflicting demands	E
• Ability to work in a fast paced and dynamic environment	E
• Physically fit and able to move heavy equipment between buildings	E
• A good sense of humour	E

E = Essential D = Desirable