



Internal & External Advertisement

Job Opportunity

Full Time

IT Engineer/Deputy IT Manager

Management spine, points 23 - 26 - £23722 to £25911

Closing Date - Friday 8 April

Interview Date - w/c 18 April

Start date - TBC

Overall purpose of role

To provide a wide range of IT technical support to staff and students across the College and to help maintain and support the College's hardware and software infrastructure.

Shingley College is committed to safeguarding and promoting the welfare of children, young people and adults and expects all staff to share this commitment. The College is actively committed to a policy of equality of opportunity for all through education and therefore encourages applications from all regardless of age, disability, economic status, gender, race, religion and beliefs or sexual orientation. Successful candidates will be required, where appropriate, to undergo a Disclosure and Barring service (DBS) Disclosure Check.

HOW TO APPLY - You can download an application pack from our College website www.shingley.ac.uk or alternatively to request an application pack, please contact: Shingley College, Central Support on 01274 327395 or email jobs@shingley.ac.uk. Completed application forms should be returned to jobs@shingley.ac.uk or alternatively by post to Central Support, Shingley College, Salt Building, Victoria Road, Saltaire, BD18 3LQ. **INTERNAL APPLICANTS** - Please click on the link below to download an application pack. Completed application forms should be returned to Shingley College, Central Support, Salt Building, Victoria Road, Saltaire, BD18 3LQ or alternatively by email jobs@shingley.ac.uk <https://sites.google.com/a/shingley.ac.uk/staff-intranet/hr-central-admin/vacancies>



JOB DESCRIPTION & PERSON SPECIFICATION

JOB TITLE	IT Engineer / Deputy IT Manager
SCALE & SALARY RANGE	Management spine points 23 - 26 £23722 to £25911
HOURS OF WORK	37 hours per week
RESPONSIBLE TO	IT Network Manager
SPECIAL CONDITIONS	Satisfactory Probationary period of 6 months Satisfactory Enhanced DBS
CLOSING DATE START DATE	Closing Date: 8th April Interview Date: w/c 18th April 2016 Start date: to be confirmed.

The following information is furnished to assist staff joining the College to understand and appreciate the work content of their post and the role they are to play in the organisation. However, the following points should be noted:

- 1 Whilst every endeavour 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 therefore may have been used below, in which case all the usual associated routines are naturally included in the job description.
- 2 Staff should not refuse to undertake work which is not specified on this form but they should record any additional duties they are required to perform and these will be taken into account when salaries are reviewed.

SUPERVISORY/MANAGERIAL RESPONSIBILITIES

- Daily supervision of two IT Technicians and a university placement student.
- Deputise for the IT Network Manager as necessary.

OVERALL PURPOSE OF JOB

Under the direction of the IT Network Manager, to provide a wide range of IT technical support to staff and students across the College. To help maintain and support the College's hardware and software infrastructure and to ensure the smooth running of the IT network, systems and associated technologies.

DUTIES AND RESPONSIBILITIES

1. To be responsible for installing, maintaining and supporting IT systems within the College.
2. To ensure that the IT infrastructure is effective and reliable.
3. To be responsible for implementing security procedures consistent with the needs of the service and in accordance with College policies.
4. To identify and respond to the needs of internal and external users, providing timely responses as appropriate.
5. To be responsible for maximizing the performance of the IT Infrastructure by monitoring performance, troubleshooting problems and outages, scheduling upgrades and collaborating with stakeholders on network optimization.

DETAILED DUTIES

- To keep up-to-date with IT infrastructure developments that could be beneficial to the organisation. To research, report on and help to implement such developments.
- To develop and assist in the creation of an IT service catalogue with formal SLAs.
- To develop and maintain the overall College IT environment (both hardware and software).
- Providing training and technical support to other members of the team and users with different levels of IT knowledge and competence.
- To ensure the most cost-effective and efficient use of IT resources.
- To fully maintain an up-to-date and comprehensive procedures and guidance file for all the College's network functions.
- To provide evening cover on a rota basis (10:30 – 19:00 normally one/ two days a week) and weekend cover as and when required.
- To assist students and staff with their software and hardware needs and problems.
- To provide a professional, customer focused and proactive response service to all College staff and students.
- To monitor and report on the security of College IT Systems including web, email, anti-spam and virus protection.
- To take appropriate responsibility for the safeguarding and promotion of the welfare of students, particularly children and/or vulnerable adults. To include responsibilities under the PREVENT Duty.

- To uphold British Values, the College values and responsibilities with regard to equality and diversity.
- To understand and adhere to the College's Health and Safety Policies and Procedures ensuring compliance with statutory legislation.
- Participate in the drafting, implementation and support of IT-related policies.
- To undertake appropriate continuing professional development.

GENERAL

- To demonstrate a positive commitment to the implementation of the College's Equality and Diversity Policy and to the maintenance of a culture of continuous quality improvement and innovation.
- To undertake Staff Development/CPD Training as required by the nature of this post and the range of duties described within this job description.
- To use IT as designated appropriate to the nature of the role.
- To be aware of the responsibilities under the provision of the Health and Safety at Work Act and the Control of Substances Hazardous to Health Regulations (COSHH) in terms of your own safety and the effects of your own actions on colleagues, students and visitors.
- Responsibility for safeguarding and promoting the welfare of young learners and vulnerable adults the post-holder is responsible for or comes into contact with.
- Support and promote the College's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the College's negative environmental impacts wherever possible.
- To undertake such other duties commensurate with the grade of the post as may reasonably be required at your initial place of work or at other locations in the College catchment area.
- To have a flexible approach to working hours e.g. able to participate in the evening duty rota.
- This post will be subject to a satisfactory DBS check

PERSON SPECIFICATION

Criteria	Essential	Desirable	How identified
Education and Qualifications	Educated to degree level or equivalent professional qualifications in an IT related discipline GCSE Maths and English at C grade or above or O'Level equivalent Evidence of continuing professional development Willingness to undergo further training	Current Microsoft Certifications Current VMWare Certifications Current Networking Certifications ITIL Qualification	A
Experience and Knowledge	Proven experience and responsibility supporting all areas of a varied IT Infrastructure In-depth knowledge of computers and servers including Windows 7,MS Server 2008 and 2012 Experience of virtualisation technologies, experience of VMWare vSphere/ESxi, and vCentre would be an advantage Experience of Microsoft services including Group Policy management, DNS, DHCP, Certificate services and Active Directory Experience of Microsoft System Centre Configuration Manager 2012 would be an advantage Experience of Veeam Backup Solution Experience of Switching and Networking protocols Including Vlans, trunks and STP	Experience MAC OS X support and deployment Experience of storage technologies and protocols including NAS/SAN, iSCSI, NFS. Net-App would be an advantage Experience of desktop security management systems, SOPHOS would be an advantage	A I R S/L Ass
Skills and Abilities	Good interpersonal skills with staff and students Ability to diagnose & resolve 2nd/3rd line IT issues	Ability to speak other languages is an advantage for any post	A I R S/L

	Ability to document tasks and to review and improve existing documentation Providing excellent IT service delivery Motivated to produce consistently high quality accurate work Well-developed oral and written communication skills A demonstrable commitment to providing excellent customer service Ability to work under pressure Good time management Ability to take appropriate responsibility for PREVENT, safeguarding and equality and diversity		
Other	Willingness to Participate in the evening rota Clear Enhanced DBS		A I DBS

A – Application form

Ass - Assessment

DBS - (enhanced DBS check, clear)

I - Interview

P - Presentation

R - References

S/L - short listing

Job Description/Person Specification	
Compiled by	ID/DN/CW
Compilation date	March 2016