

JOB DESCRIPTION

ICT Network Engineer



DEPARTMENT	ICT
REPORTS TO	Director of ICT
RESPONSIBLE FOR	N/A
WORKING PATTERN	9am–5pm Monday–Saturday (Saturdays are on a rota basis) (your employment contract will give full details)
ISSUE/REVISION DATE	February 2019

BACKGROUND

Harrow School is one of the world's most famous schools. Founded in 1572 by a local yeoman farmer, John Lyon, under a Royal Charter granted by Queen Elizabeth I, it is located on a 324-acre estate encompassing much of Harrow on the Hill in north-west London. Around 830 boys aged 13 to 18, who come from all over Britain and across the world, live in the School's 12 boarding houses, and there are about 120 academic staff and over 500 support staff.

All members of staff work to a single, unifying purpose: to prepare boys with diverse backgrounds and abilities for a life of learning, leadership, service and personal fulfilment.

The ICT network covers the whole School site: every boy has a computer, every teacher and some of the support staff have networked computers in their School accommodation (over a two-square-mile radius), and many support staff have a networked computer in their area of work.

The ICT department (a team of ten) is responsible for the development and maintenance of Harrow School's computing, network, audio-visual and telephone facilities. There are over 1,500 PCs and mobile computers, spread over 60 buildings.

The appointment is based in the ICT Service Centre and reports to the Director of ICT.

THE ROLE

To provide efficient and customer-friendly ICT network engineering support services.

KEY RESPONSIBILITIES AND DUTIES

This job description reflects the core activities of the role and is subject to change as the department and the post-holder develop. The School expects that the post-holder will recognise this and will adopt a flexible approach to work. In addition, the post-holder will be expected to undertake such other duties within the scope of the role as may be required by the line manager.

Operational

- Ensure that defined network services operate effectively at all times, in accordance with published Service Level Agreements
- Monitor defined network services and to resolve issues on an ad hoc basis (providing updates to the user community where applicable)
- Improve the efficiency and effectiveness of network services where applicable
- Provide second- and third-line support where necessary to both the user community and to other team members
- Document policies and procedures as required
- Ensure that security of network services is maintained at all times
- Liaise with internal customers and external suppliers as needed
- Develop professional relationships with preferred external suppliers
- Evaluate supplier performance on an ad hoc basis

Technical

- Provide a safe and responsive internet experience for all users while maintaining the appropriate level of security to network services
- Ensure that the School's internet connectivity is available 24x7x365
- Ensure that publicly accessible network services are securely available 24x7x365 where possible
- Ensure email is available in accordance with published Service Level Agreements, filtering for spam and viruses as required
- Ensure that user data is available where and when required in accordance with published Service Level Agreements and that data is free from virus, delivered promptly and in the most efficient manner
- Ensure that user data remains private and secure
Ensure that user data that needs to be shared is available to the applicable/approved people, using best practice to deliver this
- Ensure that network-attached printers are available when required
- Make business data available to the applicable/approved people while maintaining its integrity
- Provide software updates, security patches and anti-virus updates in a timely manner
- Ensure that all relevant data is backed up in accordance with the School's operational requirements, restore data when necessary and retain data for a defined period
- Manage, monitor and update the School's Active Directory Service in relation to user accounts, policies and security
- See key systems experience/knowledge below

The post-holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom s/he is responsible or with whom s/he comes into contact will be to adhere to and ensure compliance with the School's Child Protection and Safeguarding policies and procedures at all times. If in the course of carrying out the duties of the post the post-holder becomes aware of any actual or potential risks to the safety or welfare of children in the School s/he must report any concerns to his/her line manager or the School's Designated Safeguarding Lead.

This position is subject to an enhanced check with the Disclosure and Barring Service in the event of a successful application. Copies of the School's Code of Practice and Policy on the Recruitment of Ex-Offenders is available from the HR team.

PERSON SPECIFICATION – ICT Network Engineer

All staff are expected to conduct themselves in line with the School's Values of **Courage, Honour, Humility** and **Fellowship**.

Post-holders/candidates will be expected to demonstrate the following:

QUALIFICATIONS, EDUCATION AND TRAINING

ESSENTIAL

- MCSE
- ITIL Certificate

DESIRABLE

- Full clean UK driving licence

KNOWLEDGE AND EXPERIENCE

ESSENTIAL

- Experience administering Windows Server (2008/2012/2016), SQL Server, Microsoft Exchange
- Experience in supporting school management systems (ideally iSAMS)
- Experience in HyperV, VEEAM and SCCM
- ICT support experience in an educational institution
- Experience with Active Directory
- Experience with MS Exchange
- Experience with Office 365
- Experience with Ruckus
- Experience with HP Switch management

DESIRABLE

- Experience with Barracuda, Autopilot, InTune, Live Register
- Experience with Exclaimer, Apple OS, CCTV (WaveStore), iSAMS, Firefly, Sharepoint

SKILLS AND ABILITIES

ESSENTIAL

- Ability to prioritise and manage own work
- Ability to work well on own and as part of a team
- Ability to work quickly and calmly under pressure
- Ability to develop a culture of mutual respect with pupils

PERSONAL ATTRIBUTES

- Excellent interpersonal skills
- High degree of accuracy and attention to detail
- Emotional resilience