



Job Description

POST:	Senior 3rd Line Server and Systems Engineer
RESPONSIBLE TO:	National Infrastructure Manager
SALARY:	£41,466 - £45,288 (SCP 36 - 40 Inner London Scale) plus Final Salary Pension Scheme
LOCATION:	Oasis Centre, Frequent travel may be required
WORKING PATTERN:	Full time, 37 hours per week, 52 weeks per year, frequent out of hours work may be required
DISCLOSURE LEVEL:	Enhanced

JOB PURPOSE:

The Senior 3rd Line Server and Systems Engineer is responsible for managing and developing the group's National IT services through the delivery of internal projects, technical management of server/client/cloud systems and Problem Management. As part of the Change and Problem Management Team you will be tasked with identifying the root cause of all problems that are escalated from the Third Line Systems Team and design, test and implement fixes for them. You will also be responsible gathering requirements, researching, testing, documenting, implementing, monitoring and getting sign off for all major changes to National Services infrastructure. The key attributes of the role are:

- To act in a senior technical capacity providing strategic and operational technical advice, managing projects and acting as the technical authority for all National ICT Systems within the National IT Services department.
- Act as escalation point for all problems with National ICT Systems, identify the root cause of problems and implementing fixes, working through the Problem Management Process
- Act as the technical authority for all major systems changes, recommending best practices, researching, testing, documenting, implementing, monitoring and evaluating all major systems changes to ensure a smooth service transition
- Work with the Senior 3rd Line Cisco Network Engineer to ensure the network is fit for purpose, giving them all the information they need regarding systems operation over the network i.e. ports used, BW requirements, so they can recommend the correct network hardware / configuration to support in the installation
- To act in a senior technical capacity providing strategic and operational technical advice, managing projects and acting as the technical authority for server systems within the Group IT Services department.
- Act in a hands-on capacity to ensure the smooth running, maintenance and development of ICT systems to support the group's wider objectives.
- Active membership of the Change and Problem Management engineering team to deliver a technically capable, high quality, cost effective Change and Problem Management support service.



- To work with the National Infrastructure Manager, Regional Service Delivery Managers (RSDM), Head of IT services and other 3rd parties to plan and execute projects to improve and develop ICT in line with the groups wider development plans
- To act in a senior technical capacity to support, mentor and train other technical staff in performing their day to day duties.
- To travel to sites to develop and train onsite teams, oversee projects and manage equipment/software failures.
- To make sure that calls assigned to Senior 3rd Line Server and Systems Engineer adhere to the agreed SLA.
- To manage and escalate service requests to the National Infrastructure Manager to avoid service breaches.
- To attend project meetings, and build relationships with the RSDM's and group leadership teams where appropriate.
- Input in to service design packages through the creation of technical implementation documentation
- To proactively search out potential technical issues, identifying possible risks and suggest solutions.
- Update policy documentation as major changes are implemented

SPECIFIC RESPONSIBILITIES:

A. Change and Problem Management

- Problem management – work with National Infrastructure Manager, Senior 3rd Line Cisco Network Engineer and use third party support contract to effectively detect the underlying causes of problems and implement the best resolution and prevention to stop reoccurrence of issue
- Accurate gathering of all Incidents to understand what under lying problem is, updating logs to record all information to work on resolution
- Work with National Infrastructure Service Desk Team to follow up with all sites to confirm problem has been resolved successfully
- Use information gathered to identify trends and proactively prevent problems
- As part of Change and Problem Management Team own problems as they arise through to resolution and then monitor
- Change management – act as technical authority for all major changes relating to National Systems Infrastructure
- Work with Senior 3rd Line Cisco Network Engineer to make sure they fully understand the network requirement for any new implementations that are planned, and have all the information they need to make the correct decision on what network solution is required
- Gather requirements, research, test, document, implement, get sign off for then monitor the network aspects of all major changes to the National Infrastructure



- Follow Change Management Procedure when implementing any changes to network
- Input in to the definition and review of Change and Problem Management Processes

B. Desktop & Application Support

- Provide a senior technical support service to maintain and upgrade a wide range of PCs and peripherals; install applications using MS deployment technologies.
- Responsible for, project management, design and deployment of a large scale of application deployment affecting over 30,000 users.
- Advise on compatibility of hardware, applications and operating systems, according to user requirements.
- Oversee the build, testing and deployment images for client machines using WDS
- Ownership of the “Master” client device image
- Ownership of group wide application deployment

C. Server & Network Support

- Technical oversight of all central IT systems, you will be responsible for the management and maintenance of server systems that deliver the group’s core services.

Responsible and accountable for installation and management for a tier 1 business critical system such as emails for over 30,000 users.

Responsible for monitoring and management of physical and virtual server infrastructure for core services ensuring that regular updates, patches and maintenance routines are completed in line with manufactures recommendations and industry best practices.

- Responsible for monitoring and management of key line of business applications ensuring that regular updates, patches and maintenance routines are completed in line with software developer’s recommendations and industry best practices.
- Maintain hardware and software on the servers; set disk space quotas; create network shares and manage access rights; monitor system and event logs.
- Responsible for the completion of daily core service status update, recording potential issues on Oasis Call Management System and escalating where required.
- Oversight of antivirus, software updates/patches to ensure that the Oasis Group’s systems are up-to-date and secure.
- Maintain, update and diagnose technical aspects of wireless network, digital signage, cashless catering, door access control, CCTV, and any other key systems that other technical resolving groups escalate for support.

D. Health & Safety

- Identify and highlight to National Infrastructure Manager any health and safety issues in the data centers and Change and Problem Management team work areas.
- Follow relevant H&S procedures and raise awareness among staff, pupils and other users.



E. Configuration & Installation

- Plan, record and implement changes to hardware and applications; collate and interpret results of testing and advise if goods are fit for use.
- Adhere to Oasis and industry best practice (ITIL) release management procedures.
- Manage collection and storage of relevant asset and configuration data for core services. Update records of installed hardware and software on the Oasis Call Management Software; maintain a software library and store original copies of installed applications.
- Always ensure that all new deployments, repairs and fixes are fully tested.
- Ask for a signature when allocating new ICT resources to staff.

F. Continuity, Maintenance & Security

- Work with the National Infrastructure Manager to assess risks and develop recovery procedures for key ICT systems; identify failing systems and suggest solutions.
- Develop a maintenance schedule for systems; manage efficient implementation of backup, virus protection and security procedures, including data protection policies for systems you have assigned responsibility for.
- Make recommendations to ensure that data is protected from loss through accidental deletion or theft.
- Where appropriate implement various technologies such as digital rights management, encryption, password protected mobile devices, and file permissions to protect the group's intellectual property.
- Responsibility for making sure all current and new systems you install or have responsibility for are accurately documented and that passwords are of adequate complexity and appropriately stored.

G. Support Request Management

- Interpret detailed diagnostic information; monitor and manage server logs and use them to inform developments and support procedures; produce reports from support logs to provide basic management information on the volume and nature of requests.
- Prioritise resolution of problems and determine whether external support is required; allocate tasks between support staff, including recording requests, following up calls and implementing a maintenance schedule.
- Provide senior level of in-house support for more complex requests.
- Set support priorities, balancing response to support requests with need to follow planned monitoring and maintenance, in the context of staff availability and wider ICT service demands.
- Make sure all requests for ICT Support, new projects/purchases or major changes are recorded on the Oasis Call Management System (OCMS).
- Determine whether an immediate solution is both required and possible; ensure steps are taken to find a permanent solution if not immediately possible.



- Ensure that service requests are responded/resolved/escalated according to the targets outlined in the Oasis Service Level Agreement. If a breach is about to occur alert the person the service request is “assigned to” on OCMS or escalate to the appropriate RSDM.
- Ensure that procurement follow the ICT Purchasing Process, and have the appropriate sign-off.
- To deliver best value; where possible advise and procure hardware/software from the standard OCL hardware/software catalogue.
- Escalate support requests that are lightly to breach SLA to the National Infrastructure Manager or appropriate RSDM.
- Using ITIL definitions highlight repeated support incidents to recognize when a problem exists. Conduct root cause analysis to achieve a permanent resolution.
- Assume technical ownership of escalated support requests until a resolution has been found.

H. Internal Support Arrangements & External Contracts

- Liaise with the National Service Desk Team, the Regional Service Delivery Manager and external providers/manufacturers to facilitate in the resolution of escalated service requests.
- Advise and source external support where required, making sure authorization for any expenditure has followed the correct process

I. Strategy & Planning

- Identify new technologies that might offer improved efficiency, cost reductions, increased security, and better systems management.
- Plan and implement technical projects and other appropriate changes to elements of the ICT service.
- Identify possible ICT requirements and liaise with Regional Service Delivery Manager to develop outline technical specifications for solutions.
- Identify software, hardware and working practices required to fulfil functional specifications as defined by other leaders within the Oasis Group.

J. Budget & Team Responsibilities

- Track any expenditure against a budget and produce simple estimates for planned expenditure on projects, contracts and services; making sure that where possible best value is achieved.
- Responsible for delivering projects on budget within a scale ranging from £5,000 up to £100,000 for major infrastructure refresh such as implementing data centre redundancy and migration to CAL services.
- Work as part of the IT team both onsite and in the wider context of the Oasis IT Department.
- Adopt flexible working practices, which could include travel to other sites and out of hours support.
- Lead, mentor and motivate other IT support staff, helping them to improve their knowledge and deliver quicker resolutions to incidents support staff.



K. Personal ICT Development

- Attend relevant courses and actively seek to broaden knowledge and skills relevant to responsibilities.
- Maintain and extend personal expertise in specific areas of ICT to provide appropriate advice and support.

L. Communications and Project Management

- Support technical IT staff in the use and support of ICT resources through direct interaction and by producing help sheets.
- Manage routine contacts with external contractors and suppliers.
- Conduct training on appropriate use of ICT resources; document systems and procedures.
- Act as technical authority on assigned IT projects, producing scope of works planning documents, technical design documents, business cases and contributing information to budgets.

M. Educational Awareness

- Attend and support staff training sessions, to increase personal understanding of how ICT is used in specific contexts.
- Read academy and group policy documents, general group emails and attend relevant staff meetings.
- Read online and published materials about the educational use of ICT; attend relevant meetings.
- Regularly access key ICT education web sites to keep abreast of changes and developments.
- Regularly access key enterprise IT web sites to keep abreast of wider industry changes and developments.

N. Safeguarding children and young people

Oasis Community Learning is committed to safeguarding and promoting the welfare of children and young people. We expect all staff to share this commitment and to undergo appropriate checks, including an enhanced DBS check.

Responsible for group wide implementation and maintenance for e-safety systems such as policy central and web mail filtering such as Message Labs, to provide safe IT environment for pupils in all Oasis schools.

The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment.

The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed.



Senior 3rd Line Server and Systems Engineer

Person Specification

Our Purpose

Oasis Academies exists to provide a rich and balanced educational environment which caters for the whole person - academically, vocationally, socially, morally, spiritually, physically, emotionally and environmentally. Our task is to serve our students as well as to provide a learning hub for the entire community. In this way we will raise aspirations, unlock potential and work to achieve excellence through encouraging a 'can do' culture which nurtures confident and competent people.

Oasis Community Learning Ethos

Our ethos is an expression of our character - it is a statement of who we are and therefore the lens through which we assess all we do. Our work is motivated and inspired by the life, message and example of Christ, which shapes and guides every aspect of each of our schools. This is foundational to our belief that all people are created and loved by God as equal and unique beings, and to our commitment to model inclusion and compassion throughout all the aspects of the life and culture of each Academy community.

For further information, please refer to the Education Charter document which accompanies this job description.

Core central services are referred to in this document. These include, but are not limited to:

- Email
- Internet
- Internet Filtering
- Cisco Telephone Systems
- Wide Area Network
- Local Area Network
- Centralised Backup and Recovery
- Technical Project Management
- Patch Management
- Antivirus
- Server and File Storage
- Release Management
- Wireless Networks
- Cloud services
- Group wide internet/intranet technologies

	Essential	Desirable
Qualifications	• 2012/2016 MCSE or equivalent experience • Degree or other Higher Education Qualification	• MCITP • Exchange MCP • Prince2 Foundation • ITIL Foundation



Experience, Skills & Knowledge	• Proven track record of effective Problem Management • Experience in a senior technical IT role, possible as or technology specialist • A strong IT technical background. • Evidence of outstanding skills in written and verbal communication in English • Experience writing technical and commenting on technical documentation, project plans, contracts • Experience of working with Network Engineers to make sure the networking aspect of any System Project provides the best practice solution • Enthusiastic approach to Customer Service • Knowledge of, or experience using a service software package or working to an SLA • Good technical skills with MS Technologies, specific knowledge of SAN's/Hyper-V • Strongly task-driven/multi-tasking • A proven track record of right first time installations • Pro-active learner • Good oral and written communication skills. • Self-motivated. • Sound problem analysis and problem solving skills	• Experience of working a multi-site Enterprise environment • Experience working in an Educational environment. • Knowledge of any of the following: IP Telephony, Cisco Switches and Wireless AP's, VLANs, MS SQL, Web filtering technologies, DPM, WDS, SCCM, Forefront, OsX, Exchange, Windows 7, Server 2008/2012/2016, Barracuda Load Balancers, NetApp SANs • Knowledge of Microsoft Cloud Technologies i.e. Office365 email, SharePoint, ADFS, InTune, Azure
Personal Qualities	• Team player prepared to "do what it takes" to achieve results. • Enthusiastic approach to customer service. • Highly energetic. • Tactically driven.	

	• Willing to work evenings/weekends and travel when required. • Commitment to safeguarding and promoting the welfare of children and young people • Willingness to undergo appropriate checks, including enhanced DBS checks • Motivation to work with children and young people • Ability to form and maintain appropriate relationships and personal boundaries with children and young people • Emotional resilience in working with challenging behaviours and attitudes to use of authority and maintaining discipline • Have a willingness to demonstrate commitment to the values and behaviours which flow from the Oasis Community Learning ethos.	
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