

JOB OUTLINE

Job title:	Solutions Engineer
Job ref:	HFL1510
Hours:	37 hours per week
Salary band:	Band 4 - FTE £30,000-£35,000 p.a plus excellent benefits
Contract:	Permanent
Reports to:	Solutions Architect
Team:	Technology in Schools
Location:	Hybrid working consisting of remote working, flexibility required to work across educational settings in Hertfordshire and neighbouring counties, along with occasional visits to Robertson House, Stevenage.

OUR COMPANY

HFL Education (Formerly Herts for Learning) is an award-winning provider of products and services to schools and educational settings within and outside Hertfordshire. We believe that every young person, through access to a great education, should be able to realise their potential, regardless of where they live or their circumstances.

We focus on supporting the schools we work with to achieve successful long-term outcomes for their children. HFL is majority owned by Hertfordshire schools and operates with a not-for-profit ethos.

JOB CONTEXT

The Technology in Schools team supports over 450 schools in Hertfordshire with a range of products and services which includes a managed service desk, onsite technical support, broadband, cloud services, server, network upgrades, and more. The post holder will work alongside passionate technologists to support hundreds of schools with integrating both cloud and server-based solutions.

PURPOSE OF THE JOB

To provide 3rd line level support services, both directly to schools and as an escalation for our internal school IT support teams. You will work as part of a team of experienced IT professionals with over 20 years' experience supporting schools and educational settings. The role will see you providing fixes both on-site and remotely for a wide range of supported technologies in schools. You will also work as part of a team researching and developing new technologies and solutions, as well as implementing these solutions across schools in Hertfordshire and beyond.

The role is flexible in relation to location; however, the post holder will be required to travel to schools (primarily within Hertfordshire) for maintenance or technical support visits – these could either be emergency or scheduled. We also carry out some of our larger projects during school holidays and so there will be a need to work on-site (with colleagues), often across multiple days.

MAIN AREAS OF RESPONSIBILITY

- Providing a hybrid of on-site and remote technical support to our schools and settings across Hertfordshire and beyond, consisting of:
 - Remote 3rd line support via Service Desk.
 - Onsite visits – both routine and emergency.
- Trouble shooting and fixing complex technical issues that our schools, service desk and technicians need support with.
- Technical subject matter expert and design authority on projects.
- Turn customer requirements into technical proposals and solutions.
- Researching and evaluating new technologies & solutions.
- Point of contact for designated schools.
- Installation and migration of new and existing technologies – including servers, networks, and cloud services.
- Maintenance of our supported schools and networks.
- Creating and maintaining documentation of technical procedures – including commissioning notes and 'how to' guides.
- Accountable for updating our technology knowledgebase in your areas of expertise and sharing knowledge with the wider team.
- Carrying out IT network audits, providing schools with advice on IT strategy and network design.
- Supporting Account Management team with technical advice and projects.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time become necessary.

PERSON SPECIFICATION

Knowledge and Experience of:

- Microsoft 365 | Azure Endpoint | SharePoint (Essential)
 - Advanced knowledge of Microsoft 365 administration. (Desirable)
 - Good understanding of SharePoint online and Teams' online administration. (Essential)
 - Experience with Office 365 migration and management. (Essential)
- Google G Suite, migration, management. (Essential)
- Windows Server – up to and including Windows Server 2019 (Essential)
 - Advanced Windows system build and design with PowerShell scripting. (Desirable)
- Active Directory, Group Policies, Terminal Services and DHCP, AD Domain services, password management and MFA. (Essential)
- Working with virtualisation technologies - Hyper-V, VM Ware. (Essential)
- Windows Desktop – up to and including Windows 11
 - Advanced troubleshooting experience. (Essential)
 - Advanced Windows Desktop administration. (Essential)
 - Application and OS deployment. (Essential)
- Network hardware – switches, cables including routing, VLANs etc. (Essential)
- Printers and print management systems – cloud-based solutions an advantage. (Desirable)
- Backup configuration and maintenance. (Desirable)
- Implementing and maintaining wireless technologies – experience with HPE Aruba and/or Ubiquiti UniFi systems an advantage. (Desirable)
- Apple iOS/OSX – including mobile device management. (Desirable)

Skills and abilities:

- Proactive, flexible, and approachable manner, and are professional, organised, and methodical.
- Excellent communication skills (verbal and written) and can present complex technical information to both technical and non-technical audiences.
- Ability to work using your own initiative or as part of a team.
- Take ownership of technical escalation and escalate further when required.
- Advanced problem solving and troubleshooting skills.

- Passion for new technologies.

EQUAL OPPORTUNITIES

HFL is committed to being an equal opportunities employer. We insist on the equal treatment of all current and prospective colleagues and will never condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership.

HFL is also equally committed to becoming an anti-racist organisation and we encourage you to view our [Anti-racist position statement](#) which gives clarity on our anti-racist stance. In our relentless efforts to be an anti-racist organisation, we recognise the negative impacts of under representation and lack of diversity in our organisation, our education system and in all aspects of our society. Therefore, for recruitment into any HfL post, where we have 2 or more candidates of equal merit, candidates with protected characteristics will be given advantage over candidates without such characteristics. This is sometimes referred to as a 'tie-breaker' and is referred to as 'positive action' in the Equality Act 2010.

To help us meet our high standards and aspirations of a fully diverse and inclusive workplace, we strongly encourage suitably qualified applicants from all backgrounds to apply and to join us.

Please note that if you are invited to interview, we will expect you to be prepared to discuss unconscious bias with us; we find these conversations more than any others give us all a good idea of what working together will be like.

DISCLOSURE AND BARRING SERVICE

This post may be subject to full pre-employment checks and is exempt from the Rehabilitation of Offenders Act 1974. Please note that additional information referring to the Disclosure and Barring Service is in the guidance notes to the application form. If you are invited to an interview, you will receive more information.

HEALTH AND SAFETY

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

INTELLECTUAL PROPERTY RIGHTS

It is a contractual requirement of all employees of HfL to protect the intellectual, property rights of the company and to adhere to our company policy with regard to IP.

APPLICATION PROCESS

For an informal discussion regarding the role, please contact Stephen King via email on stephen.king@hfleducation.org and provide your mobile no. so a mutually convenient time can be arranged to discuss the role.

To apply, email hfl.recruitment@hfleducation.org with a detailed CV along with a cover letter to include responses to the following questions:

1. What most interests you about this role?
2. What technical skills and/or experience do you have that you feel is most suited to this role?
3. Tell us about an IT project that you have worked on that you are most proud of, and your contribution to it?

As part of our move towards eradicating unconscious bias within the recruitment process, we will be anonymising your forms.

For recruitment queries, our Central Recruitment Team can also be contacted on the [hfl.recruitment](mailto:hfl.recruitment@hfleducation.org) email address above.

To help HFL make sure our policies and working practices are inclusive and non-discriminatory we would like you to complete the HFL equal opportunities form. This will not be stored with your application and will only be utilised by HR.

This job advert may close as soon as sufficient applications have been received. To make sure you don't miss out on this great opportunity, please submit your application as soon as you can.

Interview Process:

Stage 1 – Telephone interview.

Stage 2 – 1 hour in person interview at Robertson House, Stevenage.