

Post Title	Junior Infrastructure Engineer
Purpose	To support and develop the College's IT infrastructure, working alongside the Lead Infrastructure & DevOps Engineer to deliver improvements through project work, and to occasionally work within the IT support team as required
Responsible to	The Principal through the Head of Information Systems, Network Manager, and Lead Infrastructure & DevOps Engineer
Liaising with	All staff and students, in particular the Lead Infrastructure & DevOps Engineer, Network Manager, Systems Administrator, Software Developers, and IT Technicians
Remuneration	SFCA Support Staff pay spine points 17 – 19, depending on experience (currently £31,219 - £33,325 per annum).
Context	
Loreto Sixth Form College is a leading provider of A Levels in the country, with over 3650 students on roll. The college has a large and varied IT estate, which caters for both the learning and administrative needs of the college. Working as part of College's Cross College IT (CCIT) department the Junior Infrastructure Engineer will play a pivotal role in supporting the team's ongoing efforts to maintain the IT infrastructure and drive improvements across our on-premises and public cloud IT infrastructure, working alongside the Lead Infrastructure & DevOps Engineer, CCIT Systems Team, and Software Developers on projects. As part of the wider team, the Junior Infrastructure Engineer will also occasionally work with the CCIT Technicians to deliver first and second-line support to staff, students, and visitors, ensuring continued excellent service provision.	

Main Duties and Responsibilities

General Responsibilities
- To assist the Lead Infrastructure & DevOps Engineer in driving the College's cloud adoption strategy, architecting and supporting robust solutions in a hybrid environment (on-premises, Azure, and AWS) - To identify opportunities for automation, and develop solutions using the appropriate scripting languages and tools such as PowerShell, Bash, Ansible, Terraform, Git, and GitLab CI/CD - To work within the Systems Team to support and maintain the College's on-premises infrastructure, including servers, VM hypervisor, network switches, firewalls, web filter, wireless and wired networks, and the IP telephone system, carrying out physical installation and patching of IT equipment - To deploy, maintain, and troubleshoot Linux and Windows servers and endpoints - To support containerised application deployments with Docker and Kubernetes - To assist in the management of SaaS cloud services including Microsoft 365, Entra ID, and Intune, alongside on-premises services such as Active Directory, Group Policy, SCCM, and Jamf - To produce and maintain clear and comprehensive infrastructure documentation - To advocate DevOps culture and practices, optimising development and deployment of applications, minimising errors, and maximising collaboration using tools such as Git and Docker - To promote a proactive and preventative approach to incident management, configuring observability and monitoring tools such as Grafana, Prometheus, and Azure Monitor as appropriate - To monitor infrastructure backup systems, investigate faults and report on them, develop the disaster recovery plan, and routinely test recovery plans - To support the deployment of new hardware, software, and infrastructure - To implement best working practices, especially around IT security - To act as a point of escalation for the IT support team, troubleshooting and resolving operational issues - To work within the IT support team as required, taking ownership of and resolving end-user tickets through the helpdesk
Out of Hours Work

In the rare event of unforeseen systems failure, the holder of this post may be asked to work out of hours to assist with recovery efforts alongside senior team members
Communications
- To ensure familiarity with both CCIT (Cross College IT) and Software Development departmental aims and objectives - To liaise with relevant external bodies as appropriate - To maintain open communication with all staff and students, especially technical colleagues
Staff Development
- To keep abreast of the dynamic IT infrastructure landscape and understand its relevance for the College - To complete self-learning and prescribed internal and external training in line with a Personal Development Plan (PDP) agreed with the line manager - To actively participate in the College's staff development, INSET, and Appraisal processes - To work as part of a team and to ensure effective working relations, including where appropriate, to reasonably assist colleagues in the discharge of their duties
Quality Assurance
- To ensure the effective operation of quality assurance systems - To assist with the implementation of College quality procedures - To contribute towards the setting and achievement of targets within the CCIT (Cross College IT) and Software Development departments
Whistleblowing
All CCIT (Cross College IT) employees have a specific and explicit duty to report any concerns regarding poor practices or procedures that could compromise the security or integrity of the College's IT systems, software, hardware, or data
Marketing and Liaison
- To contribute to the College liaison and marketing activities - To link with external agencies as appropriate
Management of Resources
To contribute to the maintenance of an attractive and safe working environment in IT offices, server rooms, and the wider campus
Other
- To support the aims and objectives of the College - To attend meetings as appropriate - To undertake any other duties the Principal or their designated alternate may reasonably direct from time to time within the context of the Loreto College contract - To review and maintain administrative procedures to ensure compliance with college procedures and adherence to data protection legislation - This Job Description is subject to periodic review and amendment and is not exhaustive - To act professionally, prudently, and in the interests of the organisation at all times - The College is committed to safeguarding and promoting the welfare of young people and vulnerable adults and expects all staff and volunteers to share this commitment - To take all reasonable steps to ensure the security of any personal data relating to college employees or students, (either future, current, or past) to which you have access, in line with the requirements of the college's Data Protection Policy and the General Data Protection Regulation (GDPR)

Person Specification

This person specification will be used in shortlisting and interviewing to select the best candidate. Each applicant should therefore address the person specification in their written application and where appropriate, give examples of how the criteria have been met.

	Essential	Desirable	Method of assessment
Experience			

Experience of both Linux and Windows operating systems	✓		Application, interview
Experience of deploying and maintaining servers and applications in a production environment	✓		Application, interview
Experience of troubleshooting hardware, software, and network issues	✓		Application, interview
Experience of managing physical IT infrastructure (servers, firewalls, switches etc.)		✓	Application, interview
Experience of delivering 2 nd and 3 rd line IT support		✓	Application, interview
Experience of working in an educational establishment		✓	Application, interview
Skills and knowledge			
Strong understanding of network fundamentals (e.g. IP, subnetting, routing, firewalls)	✓		Interview, technical assessment
Good understanding of IaaS and PaaS cloud technologies and services (Microsoft Azure or AWS)	✓		Application, interview, technical assessment
Knowledge of SaaS cloud services including Microsoft 365, Microsoft Entra ID, Microsoft Intune, Microsoft Exchange, Microsoft Teams (or equivalent services from a competitor)	✓		Application, interview, technical assessment
Familiarity with key technologies used at Loreto College, including Windows Server, Windows 10/11, Linux, virtualised environments, wireless and wired networks, Active Directory, Group Policy, web servers, load balancers, firewalls, DNS, DHCP, 802.1x	✓		Application, interview, technical assessment
Proficiency in producing and maintaining scripts (PowerShell, Bash, Python)	✓		Application, interview, technical assessment
High level of literacy/communication skills, capable of independently producing documentation written to a high, professional standard	✓		Application, technical assessment
Skills in other core systems used including Aruba (wired & wireless), DFS, FortiGate, GitLab, GitLab CI/CD, Hyper-converged Infrastructure, Jamf, Jenkins, SAN, SCCM, SharePoint, Veeam, Voice over IP (VoIP)		✓	Application, interview
Knowledge of LAMP (Linux, Apache, MySQL, PHP) or LEMP (Linux, Nginx, MySQL, PHP) environments in production and for local development		✓	Application, interview, technical assessment
Relevant knowledge of containerisation technologies e.g. Docker, and container orchestration technologies e.g. Kubernetes or Docker Swarm		✓	Application, interview, technical assessment
Relevant knowledge of Infrastructure-as-Code (IaC) tools e.g. Terraform, Azure Resource Manager, AWS CloudFormation		✓	Application, interview technical assessment
Knowledge of configuration management tools e.g. Ansible, Chef, Salt, Puppet		✓	Application, interview, technical assessment
Excellent fault-finding and diagnostic skills	✓		Interview, technical assessment
Ability to work with other staff as a team	✓		Application, interview
Excellent communication and interpersonal skills, able to communicate with people of a wide range of technical and non-technical backgrounds	✓		Interview
Ability to deliver work to deadlines, and to a high standard	✓		Interview, technical assessment
Qualifications			
GCSE Maths and English A* - C or equivalent	✓		Application
A relevant degree-level qualification or equivalent experience		✓	Application
Possession of one or more relevant IT qualifications or certifications (e.g., CompTIA A+/Network+, relevant Microsoft certifications, Cisco CCNA/CCNP, HashiCorp certifications)		✓	Application
Attitude and impact			
Commitment to Continuous Professional Development	✓		Application, interview
A desire to aim for a continual improvement in the delivery, management, and maintenance of IT infrastructure	✓		Application, interview
Strong work ethic and ability to self-motivate	✓		Interview
Polite and friendly at all times	✓		Interview
Enthusiastic and proactive approach with a willingness to help	✓		Interview
Ability to self-manage, organise, and prioritise tasks and work calmly under pressure during troubleshooting and problem-solving	✓		Interview
Able to identify new work and improvements independently	✓		Interview
Ability to react quickly and effectively to incidents	✓		Interview
Flexibility and a readiness to undertake a wide range of tasks	✓		Interview
Smart in appearance and manner	✓		Interview
In sympathy with the Catholic ethos of the College, including a commitment to co-operation and helpfulness and a concern for the well-being of others	✓		Interview
Personal			
Enhance DBS clearance **	✓		Pre-employment check
Two satisfactory references **	✓		Pre-employment check
Full UK driving license		✓	Application

Ability to meet the requirements of the Immigration, Asylum and Nationality Act 2006 (to be legally employed to work in the UK)	✓		Application, pre-employment check
** To follow an initial offer of employment			