

JOB DESCRIPTION: Systems Engineer

Job summary

Reporting to the Head of IT Operations/IT Director, the Systems Engineer will take lead responsibility for the integration of the CLF critical information systems as well as be the primary specialist in creating new data links and automation processes where needed. This will include small-scale bespoke app development, as well as the development, maintenance, and support of software to integrate and provide oversight of key data systems.

The post holder will proactively manage the availability and security of effective information systems and processes and will also assist in the reactive technical and diagnostic support of CLF systems.

At all times, the post holder will be expected to work collaboratively with relevant colleagues to fulfil the requirements of the role and contribute positively to the effective running of the IT function within the academy and/or Trust.

Primary duties and responsibilities

Relationships

- Establish trust in the key stakeholders to whom the IT service is being provided.
- Highly effective in developing, managing and maintaining professional relationships with a wide range of internal and external stakeholders at all levels to fulfil role requirements to a high standard. This will include working proactively with colleagues on a trust wide basis as well as with a number of external organisations and individuals to deliver the role requirements. Such stakeholders may include external service providers, manufacturers, and suppliers.
- Confidence and professionalism to manage discussions with individuals at all levels.
- Build and maintain effective working relationships with IT and Data colleagues and other stakeholders to ensure the smooth running of the CLF's Critical information systems.
- Establish and maintain positive and professional relationships with staff and students. Provide technical support regarding ICT hardware and software incidents, queries, and problems. Troubleshoot, provide support and training to resolve issues.
- Lead the critical information systems network and as a result work closely with the information system owners to ensure the systems, resources and facilities and any relevant projects are managed effectively.
- Work closely and collaboratively with the central CLF IT team. Share best practice, knowledge, ideas, and advice to continually improve IT support within the trust. Provide information as required and liaise regarding projects and initiatives.
- Maintain productive working relationships with external service providers, manufacturers, and suppliers to ensure the best possible value and service is received.
- Support end users in the use of technology.
- Adopt an appropriate communication style depending on the nature of the communication.

People management

- Undertake line management duties including, but not limited to, providing support and guidance, co-ordination of resources and workload, ensuring team members are performing in line with expectations, addressing concerns and training needs as necessary, management of planned and unplanned absence, supporting professional development, and supporting with investigations such as disciplinarys or grievances as required.
- Provide advice and guidance that is considerate of specific projects or system changes.
- Provide advice and guidance to staff and students in the use of IT systems and equipment.
- Provide coaching and developmental support to all colleagues, particularly in relation to the use of digital systems and software systems.
- Work sensitively and pragmatically when supporting changes in operational practices.
- Positively influence senior colleagues where opinions may differ using well developed negotiating skills to achieve an outcome in line with the strategic vision.

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Resource management

- Responsible for the support, maintenance and integration of information systems such as the Human Resource System (HRIS), the academy information systems (Bromcom/SIMS) and the CLF Active Directory.
- Own and maintain an information systems integration map and data dictionary to capture an accurate view of data flows.
- Own and maintain the integration of data flows from source systems into bronze-level data lakes supporting data insights and analytics.
- Lead on the critical information system network including ensuring all meetings, training and resources are designed and in place.
- Design and develop small-scale bespoke apps and automation to improve operational efficiency within CLF teams.
- Design and develop software applications and services that will support the integration of key systems. This will include documentation on ongoing support for such software.
- Responsible for the integrity of the primary information systems. Ensure effective procedures and processes are in place and antivirus software is up to date. Advise appropriate staff of any security breaches.
- Respond to, log, and resolve support requests in line with agreed service standards.
- Ensure that hardware and software audits are maintained and that a knowledge base is kept on hardware and software systems accordingly.
- Act as a point of escalation for primary information systems by investigating and resolving issues.
- Work closely with the IT team to plan and manage the development and updating of the primary information systems, including large system upgrades, overhauls and projects as required.
- Ensure all written and electronic data entry, reports, records, and other documentation are completed in an accurate, comprehensive, and timely manner.
- May be required to support and maintain web services.
- Ensure adequate and secure storage of consumables and valuable equipment.

Decision making

- Work autonomously and be able to identify, based on knowledge and experience, when to escalate information to Head of IT Operations to minimise risk.
- Influence and participate in decisions regarding trust IT policies and procedures.
- Be the subject matter expert on a range of projects and provide clear advice and guidance as required to colleagues at all levels.
- Maintain a schedule of priorities, deadlines and key events and ensure reminders are given to appropriate colleagues as required.
- Make system and configuration changes in line with appropriate procedures to meet the needs of the academy. Adapt approach to respond appropriately to situations that arise.
- Utilise and analyse information to make good, informed decisions within post holder's remit.

Work demands

- Frequently work in a fast-paced environment, managing conflicting priorities on a daily basis with a requirement to meet strict deadlines.
- Often deal with change in demands at short notice with a requirement to respond effectively in order to deliver the best solution.
- Able to work with and assimilate detailed and complex information which requires periods of mental concentration.
- Able to manage multiple communications with several sources at once to ensure delivery of operations.

Physical demands

- Tasks will require keyboard skills used with precision and speed.
- Tasks will involve some lifting, carrying and installation of servers.

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Working conditions

- Role is a hybrid working role. The post holder is expected to work from their contractual office base, their home and academy sites.
- Attend meetings and events at other CLF sites and at other external locations, sometimes at short notice.
- May be asked to work flexibly outside of normal hours to support system maintenance and project delivery.
- Ensure that the office and administration areas are a clean and tidy environment.

General expectations

Behaviour expectations

- Maintain **High expectations** in all we do, ambitious for ourselves, our communities, and our environment.
- Create **Equity** of opportunity, promoting inclusion, removing disadvantage and rejecting discrimination.
- Champion the success and life chances of **All children**.
- Furnish pupils and staff with the **Resilience** to succeed as lifelong learners.
- Harness our **Togetherness** to achieve more, collaborating proactively in seamless unity.

Expectations of jobholder

- Be aware of and comply with CLF policies as set out in the CLF Employment Manual as well as individual academy policies and procedures.
- Be committed to safeguarding and promoting the welfare of children and young people.
- Ensure that the equal opportunities policy is adhered to and promoted in all aspects of the post holder's work.
- Ensure effective quality control and continuous improvement in all aspects of the work and responsibilities attached to this post.
- Demonstrate professionalism towards sensitive and confidential information and adhere to data protection legislation.
- Comply with and promote Health and Safety policies and procedures and to undertake recommended Health and Safety training as and when necessary.
- Commit to professional self-development, such as through participation in inset training and professional services network as necessary for the successful carrying out of the job.
- Undertake such other duties as are commensurate with the grade of the post.

NB: This job description is designed to outline a range of main duties that may be encountered. It is not designed to be an exhaustive list of tasks and can be varied in consultation with the post holder in order to reflect changes in the job or the organisation.

Signed:

Name:

Date: