**JOB DESCRIPTION - Infrastructure Engineer**

*Candidates are expected to spend time looking at the College website* [*www.stclares.ac.uk*](http://www.stclares.ac.uk) *which provides information about St Clare’s and the courses we offer.*

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| **JOB SPECIFICATION** |
| Title of Post | ICT Infrastructure Engineer |
| Purpose of Role  | Principal technician responsible for the St Clare’s network and server infrastructure as well as second line support to the college’s ICT user community and assist the department’s first line Support Engineer. |
| Department | The ICT department is made up of four posts: * ICT Manager
* MIS manager
* Infrastructure Engineer (this post)
* ICT Support Engineer

 We are responsible for the smooth running of:* Cisco Network and Aruba Wifi
* Multiple Internet connections over multiple campuses
* VMware
* Windows Servers
* Laptops and Desktops
* Office 365 Integration and management
* Backups with Veeam and Barracuda
* Multiple bespoke and 3rd party MIS systems
* Classroom AV Installations
* Telephone and CCTV
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| Reporting Structure | Reports to and works closely with the ICT manager to maintain and enhance the school’s ICT infrastructure. Provide second line support to the first line of support ICT assistant. Provide First line support when needed. |
| Key Responsibilities | **Infrastructure Engineering**Technical oversight of a broad range of technologies that support the school’s IT infrastructure. Follow a set of scheduled maintenance tasks, designed by the infrastructure engineer and the ICT manager.Perform hardware and software updates across the estate to keep the infrastructure up to date, secure and fit for purpose.Proactively assist in the design and implementation of changes to align the infrastructure with the school’s current and future IT requirements.Daily management of the systems, resolving occurring issues and ongoing modifications as required.Working with suppliers to maintain services that support the IT infrastructure.The main areas of technical oversight are:Core Lan and Wi-Fi networking* Internet connectivity and firewalls
* Windows servers
* VMware
* Backup systems (Veeam and Barracuda)
* Security
* Active Directory
* Classroom Audio Visual

**Support**Second line support to all users on all areas of IT within the school. Provide first line support in the absence of the Support Engineer.Assist the first line Support Engineer with the provisioning of desktop and laptop hardware.Train and support the first line Support Engineer in any areas that the infrastructure engineer manages but the first line engineer assists in maintaining. |
|  **TERMS AND CONDITIONS** |
| Terms of Employment | Full time, 1-year Fixed term contract |
| Place of Work | 139 Banbury Road, Oxford, OX2 7AL |
| Hours of Work | 9am – 5pm Monday to Friday |
| Probationary Period | 6 months |
| Notice Period | 1 month |
| Salary / Pay | £34 to £39K (Dependant on relevant skills and experience). |
| Holidays | 22 days’ annual holiday entitlement, plus bank and public holidays and the period over Christmas when the College is closed. Some Bank holiday working – Time off in lieu |
| Pension | Scottish Widows A contributory pension is offered through St Clare’s group personal pension scheme, following a 3-month deferment period. The employer pays double the contribution of the employee, up to a maximum of 10% of gross salary, i.e. the employer pays up to 10%, and the employee pays up to 5%. Employee’s contributions above 5% may be made, but do not attract a matching contribution from the employer. |
| Life Assurance | Death in service benefit is four times annual salary |
| Meal | A free meal is provided in the College outlet units on working days and when students are in residence. |

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| **PERSON SPECIFICATION***The successful candidate will have demonstrated the following essential (E) or desirable (D) skills and experience:* |
| Education and qualifications | * ICT related degree or equivalent (E)
* CCNA, MCSA-Server (D)
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| Knowledge, skills and experience | Networking* Cisco switch management with knowledge of IOS.
* Firewalls with knowledge of firewall rules and VPN’s.
* Internet connection management.
* Physical connectivity of networks to include Ethernet and Fibre optic.
* Demonstratable diagnostic skills in networking.
* Wi-Fi diagnostics, installation and systems management.

Windows* Windows Server domain environment
* Extensive experience of the following Microsoft systems: Windows Server 2008/2012/2016, Active Directory, Office365 with Exchange and Azure Synchronization, IIS, PowerShell, DNS, Group policy and SharePoint (E)

Virtualisation and Backups* VMWare ESXi
* Virtual Centre Server (E)
* Veeam, Barracuda or other backup systems

Hardware* Server Hardware, Sans and fibre connectivity
* Imaging software for client device management ideally, System Centre Configuration Manager.
* Broad IT experience in MS Windows and Apple environments and typical office and other client device applications (E).
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| Personal skills and attributes | * Experience of technically complex ICT problem solving and fault resolution
* Experience of providing high quality customer care in person, over the phone and through digital communication.
* A keen understanding of the latest ICT issues, skills and products.
* Able to take ownership of a problem and see it through to a conclusion.
* Communicate well verbally with all levels of staff and students.
* Ability to create and maintain IT related documentation.
* Organized, methodical and thorough.
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| **References and Pre-employment Checks***St Clare’s is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. All offers of employment and contracts are issued subject to satisfactory references and outcomes on all necessary pre-employment checks including DBS records and establishing the right to work in the UK. Some or all of these checks may have been undertaken before an offer is made.**Under the National Minimum Standards for Boarding Schools, we are required to follow the guidance in Keeping Children Safe in Education and undertake additional checks on employees.* |
| References | Full written references and phone references on quoted references may be obtained before or after interview. One referee must be your current or most recent employer. References must also include the last place of employment where you worked with children or vulnerable adults. References from friends or relatives will not be accepted. Please ensure referees know they will be contacted and will respond promptly. |
| Identity, right to work and qualifications | Original documents confirming proof of identity, right to work in the UK and relevant qualifications will be required. |
| Police checks / DBS | Police checks / Disclosure and Barring Service checks will also be undertaken for which employees / prospective employees are required to provide information and consent. Candidates who have lived and worked abroad in the last five years will be required to seek good conduct references, or the equivalent, from the countries in which they worked, as a *pre-requisite* of employment.  |
| Health questionnaire | Satisfactory completion of a health questionnaire. |
| Prohibition order checks | Prohibition order checks will be carried out for all teaching positions. |
| **HOW TO APPLY** |
| Applications | Applications must be made using the College’s standard application form which can be found on the College website at [www.stclares.ac.uk/recruitment](http://stclares.ac.uk/recruitment).CVs will only be accepted if accompanied by a St Clare’s application form. |
| Email | Applications should be submitted by email to recruitment@stclares.ac.uk |
| Contact us | Email: recruitment@stclares.ac.ukTel: 01865 552031 |
| Deadline for applications | **5pm Monday 11th January 2021** |
| Interviews | w/c 18 January 2021The interview process will include some testing of key attributes. |