



HATTON ACADEMIES TRUST

JOB DESCRIPTION

Job Title:	IT Systems Engineer
Responsible to:	IT Manager
Line Manager:	Assistant IT Technical Services Manager
Pay scale:	NJC Scale Point 25 to 28
Hours / Weeks:	37 hours per week 52 Weeks per year

Job purpose

- To check and maintain the Academy's IT/AV resources for safe, effective use by pupils and staff
- The Supervision of any IT related personnel, when required.
- To provide Tier 1, Tier 2, and partial Tier 3 IT/AV Support.
- Manage and action IT incidents, problems and requests for the Trust as well as any supported external clients
- Configure and administer a defined technology/system (eg hardware, operating system, network, etc.) in support of on-going operations and projects.
- Working as part of the Hatton Academies Trust IT Services team to a high level of service quality.
- Research and review a range of technologies for usability and suitability within the Trust.

Accountabilities

- Actively respond both reactively and or proactively to incidents and requests according to the Trust's IT/AV needs
- To work within the Trust's IT best practice approach.
- Knowledge Transfer between employees and relevant 3rd parties
- Work with other IT Services team members as well as other internal departments & external organisations.
- To keep up to date records; knowledgebase, asset register, signed documents, etc.
- IT Security; including patch management, new builds/upgrades, network, system, and user, etc

Hatton Academies Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Key Performance Indicators/Measure of Success

- Achieve agreed targets in terms of quality, time and cost
- Apply professional competencies, knowledge and skills to administrate and optimize system environments.

Potential Career Development

- Training and Certification of one or more products
- Improving/promotion to higher Operational Tiers

Education/Work Experience

- A level 3 IT qualification (or working towards)
- Minimum of 2 years working in an medium to large IT Environment

IT Technical Skills

- Client & Server installation, configuration and support. This includes tablets, phones, laptops, PCs, servers, etc with a range of different operating systems and software packages.
- Printer/Print Device maintenance, including toner replacement and servicing.
- Network installation and configuration (wired/wireless).
- Fault finding ability.
- Audio Visual (AV) setup and configuration
- Private and public based technologies, such as Microsoft Private Cloud, Office365 and other bespoke technologies. This includes SCCM, SCDPM, Office365, etc.

Certifications/Trainings (*one of the following or working towards*)

- Microsoft
- Comptia
- Apple
- FITS/ITIL

Soft Skills

- Ability to work collaboratively; Team player
- Accountable
- Breadth of perspective
- Time management skills
- Flexible and reliable
- Document writing
- Customer friendly approach and appearance
- Willingness to travel
- Management (people and services) skills

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Other Information

- Attend and support staff training sessions, to increase personal understanding of how technology is used in specific contexts. Read online and published materials about the use of technology (not limited to educational settings); attend relevant meetings.
- The post holder will be expected to carry out such other duties as reasonably correspond to the general character of the post and are commensurate with its level of responsibility.

General

- Responsibility for safeguarding and promoting the welfare of children at the academy.
- The Academy has a commitment to be inclusive in terms of ethnicity, gender, disability, social background and academic ability and expects all staff to share this responsibility.
- Share and actively promote the academy's commitment to promoting equal opportunities and tackling discrimination
- In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances.
- Demonstrate a commitment to personal and professional development by attending related courses, workshops or seminars.
- Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons, and comply with policies and procedures relating to health and safety within the Academy.
- To carry out other relevant duties as may be reasonably requested by the IT Manager / Executive Principal / Director of Finance & Operations commensurate with the pay and grade of the post.

Signature of Post Holder

Date

Signed on behalf of the Academy:

Date

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