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**Job Description**

**JOB TITLE: IT Systems Engineer**

**RESPONSIBLE TO: Trust IT Business Partner**

**GRADE: G8 – G12 £25,992 - £27,711**

**HOURS: 37 hours per week, 52 weeks per year**

**Key tasks of IT Systems Engineer :**

* **To provide support for the IT Business Partner and IT Team in the day to day operation of both hardware and software used across the Trust network**
* **To assist in the general maintenance of the Trust’s computer rooms and facilities as and when appropriate.**
* **To support where required in the addition, removal and adjustment of settings for all users on the school network.**
* **To assist the IT Business Partner and IT Team in the maintenance and support of the network as requested.**
* **Each site is dependent on all staff and students having continuous access to high level ICT systems.**
* **A key responsibility of the IT Systems Engineer is to ensure continuous functioning of the network and secure and appropriate access for all users.**
* **In relation to all Trust sites, the provision of high level technical advice and when appropriate, implement cost effective ICT solutions to enable Leaders to develop and maintain their schools/sites networks.**

 **Main Duties**

* Serving as one of the 1st line/2nd line/3rd line points of contact for IT support within the organisation.
* Installing, configuring and maintaining software and hardware components of computer and network systems.
* Diagnosing and troubleshooting software and hardware issues
* Repairing and replacing damaged computer and network components
* Ensuring the security of client and server computers by installing and upgrading antivirus and firewall software, and dealing with alerts/incidents from these systems
* Supporting people whenever they encounter challenges with computers and network devices
* Maintaining and updating technical documentation regularly
* Testing new hardware and software before full-scale installation
* As well as day to day support the whole team is also required to monitor all critical systems, such as anti-virus, networking equipment, server hardware systems, and respond to alerts generated by these systems appropriately.
* Monitoring critical systems (backups, server status, firewall, etc)
* Contribute with the IT Business Partner to develop new technologies, new projects, new strategies across the Trust.
* To provide support/consultation and maintenance for network hardware and software, including classroom support where required.
* To escalate faults to the IT Senior Support Staff that are out of the scope of the role third parties as required.
* To support the IT Business Partner and IT Team in a range of tasks relating to the school website or other identified projects.
* To assist with setting up audio/visual support for assemblies and other events in Trust schools.
* IT Security Management and administration.
* Mentoring Junior Support Staff
* Training School Staff

**General Responsibilities**

* To provide support/consultation to staff on the use of hardware, software and new technologies
* To contribute to the IT Business Partner and Senior IT Team in the upkeep of the Trust IT systems
* To contribute towards the update of an inventory of ICT software across the Trust
* To undertake training consistent with developing skills relevant to duties and responsibilities
* To be responsible for prioritising workload in consultation with the IT Business Partner and IT Team
* To carry out any other duties which fall within the broad spirit, scope and purpose of this job description.

Support for the Trust:

Be aware of and comply with policies and procedures relating to child protection and safeguarding, health and safety, security, confidentiality and data protection, reporting all concerns to the appropriate person.

Establish and maintain effective working relationships with professional colleagues.

Be aware of the need to take responsibility for own professional development and to participate in the Appraisal procedures of the school.

All staff in school will be expected to accept reasonable flexibility in working arrangements and the allocation of duties including duties normally allocated to posts at a lower responsibility level, in pursuance of effective team working.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Signed………………………..Post holder Date…………………..

Signed………………………..Chief Operating Officer/ IT Business Partner Date…………………..