

Job Description

Job Title	TDET IT Technical Services Engineer
Reports to	TDET IT Technical Services Manager
Line Management of	None
Working Hours & Pattern	37.5 hrs per week, 52 weeks per year
Salary / Grade	Pathway 6 / Points 24 – 28 Actual salary £34,314 - £37,938
Date Last Evaluated	December 2024
Core Purpose	The Technical Services team (TS) at TDET is dedicated to several key objectives: promoting exceptional customer service, streamlining IT systems across the organization, maintaining consistent support, and enhancing user experience. Additionally, the team focuses on proactive system monitoring, continuous improvement of IT processes, robust cybersecurity measures, and comprehensive training for staff. As a critical escalation point for the IT Services department, TS plays a pivotal role in upholding our department's high standards of service and driving technological innovation.

Key Responsibilities

As a Technical Services Engineer you will:

- Deliver best practice design, implementation, management, monitoring and maintenance of systems across the IT Services department, including;
 - Physical and wireless network infrastructure
 - Physical and virtual server infrastructure
 - Backup and disaster recovery
 - Cyber security, filtering and monitoring
 - Telephony
 - Cloud
- Support operating system and software deployment, configuration, and updates
- Support the IT Services department with escalation and mentoring
- Be aware of and familiar with emergent technologies and vulnerabilities, sharing and responding accordingly
- Proactively upskill to meet on-the-job demands, attend and lead team training
- Maintain quality accurate documentation, guidance and asset management
- Establish and develop relationships with suppliers, providers, contractors and other third parties
- Respond to IT helpdesk support trends and pressures, promoting team skills and knowledge development
- Ensure licensing and subscription compliance, challenging value for money, Trust alignment and data security

General Responsibilities
<ul style="list-style-type: none"> • Take on any additional responsibilities which might from time to time be reasonably determined • Create and maintain positive and supportive relationships with staff, parents, business, community and other partners including the Board • Demonstrate a positive commitment to equality and diversity • Engage with appropriate training opportunities to promote professional effectiveness in this role • Promote a flexible approach to meet the changing needs of the Trust. • Ensure the Business Services Team receive adequate support to meet operational objectives.
Trust Responsibilities
<p>In addition to the specific responsibilities of this post, every member of staff at the Trust will commit to:</p> <ul style="list-style-type: none"> • Providing a courteous and efficient service at all times • Using their influence with other staff and students to promote high standards of behavior and order within the Trust • Working to maintain the Trust at the forefront of educational practice • Fostering and sustaining a culture of leadership and creativity within all aspects of the Trust's operation • Promote the safeguarding of all learners.
<p>The duties and responsibilities listed above describe the post as it is at present. It cannot be read as an exhaustive list of duties and may be altered at any time with Academy approval.</p>

Note: Every job description in the organisation will be subject to a review either:

- **On an annual basis at the time of the annual appraisal meeting, or**
- **As a result of a change in strategic direction, or**
- **As a result of a team/operational requirements**

It is the shared responsibility of the post holder and their manager to ensure that the job description is kept up to date.

Person Specification

Attribute	Essential or Desirable	Assessment
Qualifications		
• Minimum level 3 qualification	E	A
• Evidence of continuous professional development	E	A
• Microsoft Certification e.g. Fundamentals	D	A
• ITIL Fundamentals or CompTIA Network/Servers/Security	D	A
• Knowledge and Understanding		
• Full understanding of the ICT context within an academy environment	D	A/I
• Understanding of procurement processes and requirements	E	A/I
• Comprehensive knowledge of ICT technologies, both hardware and software	E	A/I
• Excellent knowledge and understanding of Microsoft infrastructure and application products	E	A/I
• Excellent understanding of networking solutions	E	I
• Excellent knowledge and understanding of Data Center technologies	E	I
• Excellent knowledge of network topologies and implementations	E	I
• Excellent knowledge and understanding of Microsoft System Centre products	E	I
• Thorough practical knowledge of O365 technologies particularly authentication, creation of new tenant, migration of email, movement of content etc.	E	I
• Practical knowledge of a wide range of ICT packages including Microsoft Word, Excel, Outlook at an expert level	E	I
• Knowledge and understanding of the principles of good customer care practices and how they relate to working with stakeholders.	E	I
• Knowledge and understanding of the ITIL framework and service life cycle	D	I
• Knowledge of contingency planning at different levels	D	I
• Skills and Abilities		
• Analytical and strategic thinking	E	I
• Strong coaching and leadership abilities to ensure that the team can perform to its maximum potential in line with Trust needs	E	A/I
• Ability to act at a senior level and negotiate with internal and external agencies	E	A/I
• Ability to use ICT effectively and appropriately, with high accuracy levels	E	I/T
• Ability to ensure tasks are seen through to completion, ensuring all stakeholders are kept up-to-date with progress	E	I
• Ability to communicate appropriately at all levels within the Academy, and with parents, visitors and external organisations	E	I
• Ability to build good working relationships with colleagues and to be an active team member	E	I
• Ability to multi-task within own remit and other areas	E	I

• Ability to delegate roles and responsibilities to other colleagues ensuring accountability	E	I
• Ability to adapt to change and lead the introduction of new working practices considering all stakeholders	D	I
• Ability to identify the benefits and limitations of computer hardware, network systems, operating systems and other equipment	D	I/T
• Experience		
• Experience of staff management in an ICT context	D	A/I
• Experience of financial planning and budget management	E	A/I
• Demonstrable experience of providing technical ICT support in an education environment	D	I
• Demonstrable experience of implementing large and complex ICT projects with high stakeholder engagement	E	I
• Demonstrable experience of using a range of Microsoft server applications	E	I
• Demonstrable experience of cross platform virtual server migrations / implementations	E	I
• Demonstrable experience of server and storage configuration and implementation	E	I
• Experience of working in a fast-paced office environment	E	A
• Experience of Disaster Recovery	D	A/I
• Experience of strategic business planning	D	A/I
• Experience of sourcing and evaluating products to meet the needs of customers	D	A/I

Assessment methods

A – Application I – Interview T – Task/Activity L – Lesson Observation R – References