

JOB DESCRIPTION/PERSON SPECIFICATION

Job Title:	Server Infrastructure Engineer (North)
Responsible to:	Senior Server Infrastructure Engineering (North)
Responsible for:	ICT Infrastructure and Associated Services
Location:	Based at Flemingate, Beverley with travel to all ERC sites and STEC required.

1.	Job Purpose:
1.1	To provide support services to staff and students in the use of the Group's computer network and associated technologies across all locations
1.2	To support and develop the network infrastructure at all sites so it provides a backbone to deliver the Group's digital mission and provides the same level of user experience regardless of locality.
1.3	To assist in ensuring relevant policies meet with industry standards.
1.4	To provide analysis, advice and solutions to all areas of the Group with regards to Information Technology.
1.5	To support the development of Information Learning Technologies across the Group and ensure an outstanding service is provided.

2.	Key Responsibilities:
2.1	To partake in major ICT projects for the Group.
2.2	To assist on developing strategies on effective use of Information Technology.
2.3	To work in partnership with key departments, such as Student Records and E-Learning, in providing the necessary infrastructure and support services.
2.4	Support and development of network services.
2.5	Support and development of the network infrastructure.
2.6	Support and development of the wireless network.

2.7	Support and development of the communications network, both telephone and Email.
2.8	Help with production of standard configurations, documentation and procedures in order to streamline processes and produce efficiencies within the Group.
2.9	To ensure disaster recovery procedures meet with the needs of the business.
2.10	To ensure compliance with licensing.
2.11	Have good knowledge of server and client technologies.
2.12	Server infrastructure management and development using VMWare and/or Microsoft Hyper V.
2.13	Server support including Active Directory, DHCP, DNS, Group Policy, SQL
2.14	Knowledge of cloud based technologies eg. Office365, SharePoint online.

3.	Specific Duties:
3.1	The postholder will be required to champion the use of Information and Learning Technology (ILT) as appropriate to his/her level of responsibility.
3.2	Comply with, and implement as appropriate, all colleges policies and procedures with particular reference to Equal Opportunities, Quality and Health and Safety.
3.3	Undertake continuing professional development as appropriate. Take a full part in the College staff development programme including the appraisal process.
3.4	To provide support for events, such as Open Days
3.5	Undertake such other duties and responsibilities as may be reasonably required by your line manager within the level and grading of the post, working flexibly across other areas of the department/division and the College as required.

4.	Budget Responsibility:
4.1	The post has no specific budget responsibility other than the general requirement to ensure that any spending they are responsible for is undertaken in accordance with the Partnership's purchasing and financial regulations.

5.	Continuing Professional Development:
5.1	The post holder will proactively take part in the Partnership Appraisal (PDR) process and will appraise any staff they are responsible for.
5.2	The post holder must undertake all training deemed mandatory by the Partnership (e.g. Safeguarding, Equality and Diversity and Health and Safety) and will be expected to attend all other relevant training and continuous professional development events. They are responsible for their own professional updating

6.	Health and Safety:
6.1	<p>The post holder will be required:</p> <ul style="list-style-type: none"> • To take reasonable care to safeguard their own safety and that of others with whom they work; • To cooperate with designated officers named by the Governors and/or the Principal and any other designated Institute manager to enable the Institute to comply with its obligations under Health and Safety legislation. • Not to interfere with or to misuse anything provided in the interests of health and safety or welfare. • To report immediately any defects in plant, equipment or the environment

7.	Equality and Diversity:
7.1	The Partnership is committed to the provision of equal opportunities and strives to ensure that unfair discrimination does not occur. All employees have a duty to ensure unfair discrimination does not occur and to support the implementation of the Partnership's Equality policy as appropriate.

8.	Safeguarding Children and Vulnerable Adults:
8.1	The Partnership recognises that it has a statutory and moral duty towards safeguarding the welfare of children, young people and, if appropriate, vulnerable adults who participate in any Institute group activities and expects all staff to share this commitment. All safeguarding mandatory training and updating must be undertaken (see 5.2)

9.	TEC Partnership Policies and Procedures:
9.1	All staff are required to be aware of and comply with all TEC Partnership Policies and Procedures which are accessed via the Virtual Learning Environment.

Note

This job description is current as at the date of your appointment. In discussion with your line manager your post description may be varied at any time to reflect or anticipate changes in or to the post and you may be required to undertake other duties commensurate with the grade of your post.

Please see following page for Person Specification

Qualities	Specific Requirements	E	D
Qualifications and Training	Level 2/GCSE English and Maths	E	
	Minimum Level 3 in relevant subject area	E	
	Degree in relevant subject area		D
	Evidence of training/CPD	E	
	Level 5 or above Management qualification		D
	Project Management		D
	Technical Certification (Microsoft, Apple, Palo Alto etc)		D
Specialist Knowledge	Significant knowledge of running a large scale computer network and associated services within a large FE / HE college.		D
	Significant knowledge of Windows and Apple Mac based server configurations.	E	
	Significant Knowledge of cloud based network services and infrastructure.	E	
	Understanding of a College's curriculum and its delivery	E	
	Knowledge of disaster recovery principles and business continuity practices.	E	
	Knowledge of virtualized server farms and the associated management principles.	E	
	Windows 10 and Office 2016, 2019, 365 support	E	
	Understanding of Microsoft Server 2016, 2019 and 2022	E	
	Understanding of Microsoft SQL Server		D
	Network configuration and management		D
	Understanding of Firewall configuration and management		D
	Knowledge of Windows Active Directory	E	
	ITIL procedures		D
	Knowledge of Apple server and client technology		D
	Knowledge of enterprise Storage Area Network / backup solutions		D

	Knowledge of Cyber Security principals and best practice		D
	Knowledge Microsoft Teams Telephony		D
Experience	Experience of problem solving under pressure	E	
	Experience of disaster recovery planning and testing		D
	Experience of project management and working to tight deadlines	E	
	Experience of financial management within a College or similar		D
	Experience of change management	E	
	Experience of data protection and other associated IT legislations	E	
	Experience of working on large networks		D
	Experience of working as part of a large team	E	
Skills and Attributes	Well-developed interpersonal and presentational skills including the ability to relate to a wide range of audiences including learners, staff and other stakeholders.	E	
	Team player	E	
	Commitment to the Institute's Vision	E	
	Positive response to challenges	E	
	Personal drive and enthusiasm	E	
	Flexibility – some working of unsocial hours will be expected	E	
Other	DBS check carried out on appointment	E	

Qualities identified and determined by:

E = Essential

D = Desirable