



## INFRASTRUCTURE ENGINEER

Job Ref:	INFJ24
Closing Date:	12 noon, on Friday 28 <sup>th</sup> June 2024
Department:	IT Services
Start Date:	As soon as possible
Salary/Grade:	£32,259 to £34,391 per annum depending on experience
Contract:	Established
Hours of Work:	Full time, all year round
DBS:	An Enhanced Disclosure is required for this post.

## INFRASTRUCTURE ENGINEER

Department:	IT Services
Reporting to:	Head of IT Services
Responsible to:	Vice Principal (Finance, Resources and Systems)

## JOB DESCRIPTION

### The Role:

**The person appointed would be expected to:**

- To take the lead within the department, but reporting to the Head of IT Services
- Make a positive contribution to the IT Services Team
- Be prepared to work in a physically demanding, high pressure environment.
- In the rare event of unforeseen systems failure, the holder of this post may be asked to work out of hours to assist with recovery efforts alongside senior team members

### All staff must make a positive contribution to:

- the Catholic ethos of the College
- the College Equality and Diversity Policy;
- the pursuit of excellence and the highest standards of quality in all aspects of College life;
- their own professional development, in accordance with the needs of the College.

### Responsibility, in conjunction with the Principal, for duties commensurate with the following:

The day to day monitoring, maintenance and upkeep of College IT Infrastructure including:

- To work within the Team to support and maintain the College's on-premises infrastructure, including Active Directory, Group Policy, Hyper-V hypervisor, network switches, firewall, wireless and wired networks, IP telephone system, etc., and carrying out physical installation and patching of IT equipment
- To assist the Head of IT Services in driving the College's cloud adoption strategy, architecting and supporting solutions in a hybrid environment (on-premises and Azure)
- To support the management of SaaS cloud services including Microsoft 365, Entra ID, Autopilot and Intune
- To deploy, maintain, and troubleshoot Linux and Windows servers and desktop computers
- To produce and maintain clear and comprehensive documentation

- To identify opportunities for automation, and develop solutions using the appropriate scripting languages and tools
- To encourage a proactive and preventative approach to incident management, configuring observability and monitoring tools as appropriate
- To monitor the backups systems, investigate faults and report on them, develop the disaster recovery plan, and routinely test recovery plans
- To support the deployment of new hardware, software, and infrastructure
- To implement best working practices, especially around IT security
- To act as an escalation, contact for the IT support team, troubleshooting and resolving operational issues
- To work within the IT support team as required, taking ownership of and resolving end-user tickets through the helpdesk
- Each member of the college will take reasonable care for the health and safety of himself/herself and persons who may be affected by his/her omissions at work.
- To undertake any other duties as may be assigned commensurate with the grade and overall responsibility level of the post and as changing circumstances may require.

\*Carmel College has a commitment to safeguarding and promoting the welfare of students and expects all staff and volunteers to share this commitment. All posts are subject to Enhanced Disclosure Clearance through the Disclosure & Barring Service. Please note candidate's suitability to work with children will be explored at interview, including the motivation to work with young people and attitudes towards the use of authority and maintaining discipline.

PERSON SPECIFICATION		INFRASTRUCTURE ENGINEER	
	Essential	Desirable	How Identified
Relevant experience	<ul style="list-style-type: none"> <li>• Experience in configuring, maintaining, and troubleshooting desktops, servers, and networks in a production environment</li> <li>• Experience of working with cloud services</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working within education</li> <li>• Experience in writing, maintaining, and documenting PowerShell scripts</li> </ul>	<ul style="list-style-type: none"> <li>• Application form</li> <li>• CV</li> <li>• Interview</li> <li>• References</li> </ul>
Qualifications / Education and Training	<ul style="list-style-type: none"> <li>• GCSE Maths and English A* - C or equivalent</li> <li>• Educated to at least BTEC Level 3 in an IT related subject</li> </ul>	<ul style="list-style-type: none"> <li>• A relevant degree-level qualification or equivalent experience</li> <li>• Comp TIA</li> <li>• Microsoft Certification</li> <li>• Cisco Certification</li> <li>• Other relevant IT Training</li> </ul>	<ul style="list-style-type: none"> <li>• Application form</li> <li>• CV</li> </ul>
Knowledge and Skills	<ul style="list-style-type: none"> <li>• Good understanding of core technologies used at Carmel College, including:</li> <li>• Windows Server</li> <li>• Office 365</li> <li>• Windows 10/11</li> <li>• Active Directory and Group Policy</li> <li>• IIS</li> <li>• DNS / DHCP</li> <li>• Hyper-V</li> <li>• VoIP</li> <li>• PC / Server Hardware</li> <li>• Network Infrastructure</li> </ul>	<ul style="list-style-type: none"> <li>• Skills in other core systems used including:</li> <li>• SCCM</li> <li>• Azure / Intune / Autopilot</li> <li>• SharePoint</li> <li>• Sophos Firewall Configuration</li> <li>• SAN Technologies</li> <li>• Hyper-Converged Infrastructure</li> <li>• WAN Communications</li> <li>• MS SQL Server</li> <li>• Managed Wireless Environment</li> <li>• 802.1x</li> <li>• Relevant knowledge of containerisation technologies e.g. Docker, and container orchestration technologies e.g. Kubernetes</li> </ul>	<ul style="list-style-type: none"> <li>• Application form</li> <li>• CV</li> <li>• Interview</li> <li>• References</li> </ul>
Personal qualities	<ul style="list-style-type: none"> <li>• Willing to learn</li> <li>• Use own initiative / Self-motivated</li> <li>• Ability to work with other staff as a team</li> <li>• Good communication skills</li> <li>• Good organisational skills</li> </ul>		<ul style="list-style-type: none"> <li>• Interview</li> <li>• References</li> </ul>