**Job Description**

**Post:** Network Engineer

**Location:** Middlesbrough (with some travel to Hartlepool)

**Line Manager**: Systems Development Manager

###### Safeguarding Statement:

The Northern School of Art recognises that it has a statutory and moral duty to promote and safeguard the welfare of its students who are under the age of 18 and of its vulnerable adults.

###### Job Purpose:

As a Network Engineer at the School, you will work collaboratively with a team to develop and maintain the School's network infrastructure, operating systems, and software applications. Your key responsibilities will include designing, managing, maintaining, and constructing the School network, as well as administering infrastructure, hardware, applications, operating systems. You will be responsible for maintaining the security, controls, and backups of the School network and all devices attached to it.

As part of the IT Unit, you will work closely with the team, helping to overcome daily challenges and supporting the team with projects. Fundamentally to manage, maintain, develop and enhance the School IT Infrastructure, Server and Storage Administration and all aspects of the School’s network estate and will provide 2nd line support to other members of the IT team.

The role holder will have primary responsibility for managing the School’s Microsoft Office 365 tenancy implementing applications such as MS Teams, PowerApps, OneDrive, Azure AD and SharePoint. You will also be responsible for evaluating, planning, migrating, deploying, and managing Microsoft 365 services.

You will need to be able to work collaboratively with colleagues and vendors to explore, validate and implement new hardware and technologies, ensuring the delivery of IT services continues to meet or exceed the School’s requirements and expectations.

**General Duties and Responsibilities:**

**Network Support and Administration**

* Support of the School network and associated computers, peripherals and software with particular relevance to network devices such as fileservers active network devices, storage, disk shelves, tape libraries, backups etc.
* Active directory maintenance, design and support.
* Maintain a secure network, working proactively to maintain the School’s integrity of information, software and hardware. Establishing systems to diagnose and analyse problems before they noticeably affect resources. Work with web filtering, virus/spam detection, firewall maintenance and admin, physical security, disaster recovery/backup systems.
* Support day to day operations of Microsoft 365 solutions and applications such as MS Teams, PowerApps, OneDrive, Azure AD and SharePoint.
* Scripting and development using PowerShell
* Administration of NetApp Storage Systems
* Experience with VMWare/ESXi/VSphere
* Knowledge of networking protocols
* Knowledge of Microsoft Security using Active Directory, Azure Administration, and Microsoft 365 online groups.
* Manage Microsoft 365 security administration in collaboration with the information security team.
* Liaise with external security providers e.g. Smoothwall, JISC, managed SIEM, JAMF etc. or equivalent providers.
* Evaluation and fine-tuning of network performance, working constructively with the IT Manager/Systems Development Manager to improve uptime and performance.
* Performing routine scheduled updates such as service pack updates, software updates and operating system updates etc.
* New system upgrades (these duties in collaboration with the Systems Development Manager and IT Manager) Server OS, VMWare, NetApp, Aruba Central, Office365
* New system installations in collaboration with the Systems Development Manager and IT Manager. Of particular relevance in the near future are SIEM, Intune, Autopilot, PowerBi, NAC, Cyber Essentials, Azure.
* User account maintenance, establishing systems for maintaining accounts, account privileges and security for internal and external users.
* Maintenance and design of communication systems such as email, telephony, SMS, portals, webaccess, VPNs, websites in co-ordination with users, the systems development manager and the IT manager.
* Installation, maintenance and design of all network related equipment (hubs, routers, switches, etc.). Particular knowledge is beneficial in HP Aruba Switches and Ubiquiti wireless access points.
* Wireless systems administration, maintenance and design.
* Thorough documentation of all network related processes and procedures.
* Backup systems support, administration, design and maintenance. Performing routine backups and recoveries, testing systems and documenting disaster recovery procedures.
* CCTV and access control - infrastructure administration, maintenance and design, co-coordinating with the estates services manager. Production of evidence from CCTV systems.
* Liaising with third parties such as audit, contractors and suppliers.
* Integration of network (AD, Wireless, File Servers etc.) with our Apple Mac Estate.
* Maintenance and design of internet systems, external links, routers, firewalls etc. and inter-site links. Securing and monitoring all links.
* Training users in the use of the network systems.
* Printer network control systems maintenance. MFD integration and maintenance.
* IP Addressing, DHCP and DNS maintenance.
* Asset maintenance
* To maintain the network and provide IT Network support when required at Hartlepool.
* To be available after hours if and when required in line with the position and responsibilities.
* To deputise in the absence of the Systems Development Manager or both the Systems Development Manager and the IT Manager.
* Project management and product selection.

**General IT Support**

* Provide support for all IT related problems arising across all sites and all disciplines.
* Maintain a timely, accurate, and detailed list of all IT related hardware and software purchased by the School.
* Maintain support desk, establishing procedures to improve the service and maintenance of an incident log.
* Liaise with all staff and work closely with other related to staff (technical demonstrators) to respond quickly to new challenges within the School.
* Installation and configuration, repair and maintenance of all IT related hardware.
* Work with IT manager and systems development manager to establish best solutions for improving the service within the School.
* Liaising with suppliers in order to source components, services and software.
* General relocation of equipment within the School.

## Software and Application Support

* Maintain a timely, accurate, and detailed list of all software and licenses purchased by the School.
* Installation of software, as appropriate to licensing agreements.
* Training of staff in the use of applications.
* Software troubleshooting and general technical support.
* Virus, malware and general threat actor detection and control.
* Data and media recovery.

**Other Projects**

* Participate in annual internal audit.
* Ensure that the Corporation’s Health and Safety policy is adhered to at all times and to take responsibility for general housekeeping within the post holder’s area.
* Participate in the Corporation’s annual review and development scheme as directed, in accordance with School policies and to promote development and training of all staff. The post holder is responsible with his / her line manager for identifying personal and organisational development needs and undertaking such training activities deemed necessary to ensure that a high quality, flexible and responsive provision of technical support is delivered.
* Any other projects involving the application of IT within the Corporation.

**General Accountabilities:**

1. Ensure other members of the team have information to cover effectively for you in your absence;
2. To engage in professional development and networking to ensure that professional, and strategic contributions are up-to-date;
3. Ensure that the Corporation’s Health & Safety Policy is adhered to at all times and take responsibility for general health and safety housekeeping within your work area;
4. Participate actively in the performance management scheme, agreeing objectives, attending reviews and undertaking professional development as required;
5. Ensure that the Corporation’s Equality and Diversity policy is adhered to at all times and tackle or report discrimination and harassment wherever it occurs;
6. Ensure the safeguarding of learners at all times and report any potential issues without delay;
7. All employees are expected to be fully committed to policies/processes on equality, diversity, safeguarding and the Prevent Agenda;
8. Any other duties commensurate with the nature and level of the post, as directed by the System Development Manager or the IT Manager.
9. This list is not exhaustive and is only an indication of responsibilities.

Signed Date:

Network Engineer

Signed Date:

System Development Manager

### **Person Specification - Network Engineer**

| Specification | Essential | Desirable | Application form / CV | Interview / selection test | Reference |
| --- | --- | --- | --- | --- | --- |
| Qualifications/Experience |  |  |  |  |  |
| Degree/HND or equivalent qualification in IT or a related subject or equivalent exempting experience | Y |  | Y |  |  |
| Current driving license and access to transport for work purposes to enable travel to all School sites |  | Y | Y |  |  |
| Professional IT accreditation e.g. MCSE, MCSA, MCITP |  | Y | Y |  |  |
| **Experience/Knowledge** |  |  |  |  |  |
| Experience of working with relevant IT applications and networks(see technical skills below) | Y |  | Y | Y | Y |
| Experience of delivering and/or designing training, preferably to non-IT professionals |  | Y | Y | Y | Y |
| Experience of working with children |  | Y | Y | Y | Y |
| Preferred Abilities |  |  |  |  |  |
| Able to demonstrate currency of skills and knowledge | Y |  | Y | Y | Y |
| Proactive thinker, able to look at systems and identify areas for improvement | Y |  | Y | Y | Y |
| Systematic in approach to supporting systems | Y |  |  | Y | Y |
| Good analytical skills – ability to analyse a problem scenario and determine the best solution | Y |  |  | Y | Y |
| Effective verbal and written communication skills | Y |  |  | Y | Y |
| Effective interpersonal skills; able to relate to staff from a wide variety of disciplines and with varying degrees of IT knowledge | Y |  |  | Y | Y |
| Organisational skills and the ability to effectively prioritise and plan a busy workload | Y |  | Y | Y | Y |
| Willing to deliver out of hours flexibly according to need | Y |  | Y | Y | Y |
| Adaptable – able to respond to varying needs of the service | Y |  |  | Y | Y |
| Ability to work unsupervised and on own initiative | Y |  |  | Y | Y |
| Committed to regular updating of skills and knowledge | Y |  | Y | Y | Y |
| Able to work to tight deadlines | Y |  | Y | Y | Y |
| Able to set realistic targets and ensure their delivery | Y |  |  | Y | Y |
| Excellent team player, able to work within a team of IT professionals | Y |  |  | Y | Y |
| Punctual and reliable | Y |  |  | Y | Y |
| Aware and engaged with established and emerging trends in IT (cloud, cybersecurity, Ai, etc) | Y |  |  | Y | Y |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| **Technical Skills** |  |  |  |  |  |
| Experience with Microsoft Windows Server technologies, Active Directory, Group Policy, etc | Y |  | Y | Y | Y |
| Knowledge of Microsoft Windows Client installation, configuration and troubleshooting | Y |  | Y | Y | Y |
| Microsoft Office 365 Administration – including email, teams, onedrive, etc and user licensing | Y |  | Y | Y | Y |
| VMWare/VSphere Experience | Y |  | Y | Y | Y |
| Knowledge of networking devices, routing, switching, wifi, security, firewalls, VPN, BYOD etc | Y |  | Y | Y | Y |
| Familiarity with Data Storage technologies and protocols, datasets and volumes, backups and recovery. |  | Y | Y |  | Y |
| Ability to troubleshoot issues with email delivery and receipt. Awareness of relevant protocols |  | Y | Y |  | Y |
| Experience with process automation – e.g Powershell, PowerBI, SystemsCentre Operation Manager, etc |  | Y | Y |  | Y |
| Experience with VoIP systems such as Mitel |  | Y | Y |  | Y |
| Knowledge of computer imaging systems, printers, copiers, scanners, projectors, cameras etc |  | Y | Y |  | Y |
| Exposure to Access Control systems such as Paxton |  | Y | Y |  | Y |
| Familiarity with CCTV systems such as HikVision |  | Y | Y |  | Y |
| Knowledge of Apple systems, MacOS, IOS, relevant hardware and technologies |  | Y | Y |  | Y |
| Experience with Linux based OS’s – e.g Debian, RedHat, and related technologies |  | Y | Y |  | Y |