

Systems Engineer (Infrastructure)

Team: IT Services

Responsible to: Infrastructure Team Leader

Location: West Durrington

Job Purpose

- To maintain and enhance the IT infrastructure including firewalls, telephony, WiFi, and local and wide area networks.
- To provide a third level technical resource within the IT Services team.
- To work independently and as part of a team on complex technical projects.

Key Responsibilities

- To ensure that the IT infrastructure is secure, resilient, robust and meets the needs of the Group.
- To maintain comprehensive documentation of the IT infrastructure.
- To follow relevant change management processes.
- To work independently and as a member of a larger team on the design, specification, procurement, and implementation of complex IT based systems.
- To proactively monitor the operation and efficiency of the IT infrastructure.
- To respond to requests received via the Help Desk system within prescribed service level agreements.
- To perform routine backup, recovery and maintenance tasks as required.
- To engage in knowledge sharing with the wider IT Services team
- Liaison with external support providers and vendors as required.
- To proactively maintain knowledge and skills within areas of responsibility.
- Commitment to providing a high-quality service to all customers.

Role Context

Chichester College Group expects staff to:

- Work within the context of the Group's core values, code of conduct, quality requirements and continuous improvement ethos.
- Undertake their duties in accordance with Group policy and procedures, particularly with respect to:
 - Human Resources policies and procedures;
 - Equality, diversity and inclusion policies and procedures;
 - The Group's health and safety policies and procedures;
 - Safeguarding and Prevent;
 - The Group's policy on the confidentiality of data stored electronically and by other means in line with data protection legislation.
- Keep abreast of developments in their own area of expertise and undertake staff development opportunities where identified and approved, subject to funding.
- Support and uphold the Group's environmental sustainability commitment and work towards helping the Group achieve net zero carbon emissions.

Evening and weekend work may be required.

Whilst the post will have a 'home base', work may be required at any Group location.

You may be required to undertake such duties as may be reasonably required of you commensurate with this grade.

Work outside the Group must not interfere with the effective delivery of your duties. Additional work requires approval by the Chief Executive Officer.

Other supporting information can be found on the Group's website.

This job description is current at the date shown below. It is liable to variation by management in consultation with you to reflect or anticipate changes in, or to, the job.

Criteria	Essential/ Desirable	How Assessed
Qualifications		
General education to Level 3	Essential	Application Form/ Certificates
IT related qualification at Level 3 or above	Desirable	
Current industry certifications related to infrastructure (for instance, Fortinet NSE, Cisco CCIE, Aruba etc.)	Desirable	
Experience		
Substantial experience in deploying, administering, maintaining and supporting enterprise level network infrastructure including firewalls, switching, telephony, WiFi, local and wide area networking.	Essential	Application Form/ Interview/ Assessment
Knowledge		
General IT hardware and software skills associated with Microsoft desktop operating systems and PC hardware	Essential	Application Form/ Interview/ Assessment
Supporting linux based systems	Desirable	
Supporting Microsoft Windows Server & Active Directory	Desirable	
Familiarity with Microsoft M365 and AAD	Desirable	
Supporting local and wide area networks including comprehensive knowledge of TCP/IP and supporting services such as DNS and DHCP	Essential	
Familiarity with VMWare	Desirable	
Supporting any of: <ul style="list-style-type: none"> • Fortinet Firewalls • Aruba WiFi • Juniper switched networks 	Desirable	
Current knowledge of the industry (challenges, solutions, security, operations, methodologies)	Essential	
Use of Microsoft Office products	Essential	

Skills and Competencies		
Time management skills, organisational skills and the ability to prioritise tasks effectively	Essential	Application Form/ Interview/ Assessment
Ability to communicate with a diverse range of people at all ages and levels, both technically and non technically	Essential	
Ability to work alone and as part of a team	Essential	
Ability to solve problems and make decisions	Essential	
Attributes		
Structured and methodical approach to solving complex technical problems	Essential	Interview/ Assessment
Commitment to providing a high quality service	Essential	
Proactive and driven	Essential	
Good judgement under pressure	Essential	
Other Requirements		
Satisfactorily meeting the College's employment checks - a Disclosure and Barring Service Check, health assessment, references, qualifications, and legal entitlement to work in the UK	Essential	Checks and clearances
Ability to travel independently between sites which may be impractical via public transport	Essential	

Any appointment is subject to the Corporation's terms and conditions of service.

Working hours per week: 37

Working weeks per year: 52

Salary range: £28,079 - £30,691 per annum

Salary progression: Salary progression is achieved through annual increments, in accordance with the Group's Performance Management Scheme.

Holiday entitlement: The annual leave year runs from 1 January to 31 December. 22 days per annum. In addition, the days between Christmas and New Year are not deducted from your leave entitlement.

Holiday restrictions: Leave cannot be taken on certain days designated by the Group, e.g. development and administration days. Leave is to be agreed in advance with the line manager. Academic staff or staff supporting teaching and learning cannot take leave during term time.

Pension scheme: Permanent and fixed term staff (regardless of how many hours they are contracted to) are automatically opted into the Local Government Pension Scheme unless they elect to opt out of the pension. The Group contributes to this scheme and the employee contribution is determined by the level of actual pensionable pay and the guidelines given by the LGPS. Alternatively the employee may opt out within the first 3 months of employment. Bank staff will be subject to auto-enrolment into the Local Government Pension Scheme ("LGPS"), based on certain qualifying criteria as determined by The Pension's Regulator. However, Bank staff may still elect to opt into the LGPS if they wish.