

**Job Description**

**IT Engineer**

Job Title: IT Engineer

Service Area: IT Services

Reporting to: Helpdesk Manager

Grade: Support Scale 5/6

Hours 36 hours per week, 52 weeks per year

Location of work: Based at Uxbridge but required to work from any campus

## MAIN SCOPE OF POST

The role of an IT Engineer is crucial in delivering the college’s IT service and driving service improvements using ITIL principles.

Our IT Engineers follow industry best practice to provide high-quality IT support and service management to college staff and students. This role involves solving second-line incidents and service requests, whilst collaborating with colleagues to improve work practices and enhance service quality within the department.

As an IT Engineer, you will be responsible for resolving issues promptly, ensuring customer satisfaction through timely and effective support. Additionally, you will act as a role model for students and represent the IT service in a professional manner.

**DUTIES OF THE JOB ROLE**

**Customer Service**

1. Respond to escalated incidents and service requests from the first-line Service Desk team promptly, professionally, and courteously, ensuring all details are recorded accurately with actions and troubleshooting steps undertaken, and in addition provide regular updates to end users to keep them informed of progress.
2. Log requests made directly to you from staff or students who walk into the department to make sure that all service requests are captured and triaged within the IT Helpdesk system.
3. Review ticket priorities, statuses, and updates in line with Service Desk processes and policies.
4. Follow up on unresolved issues, investigate delays, and communicate progress to end users and relevant team members.
5. Prioritise workload based on urgency and impact within the agreed service levels and contribute to departmental Key Performance Indicators (KPIs).
6. Escalate tickets to the Infrastructure Team or Management Team following the escalation procedure, recording troubleshooting steps and actions undertaken to prevent repetition of work.
7. When required, log service requests with third-party suppliers and follow up when response agreements are breached.
8. Review and, when necessary, update the call categories for all service requests before closure to enable effective root cause analysis to take place.
9. When required, work with the Helpdesk Manager to conduct root cause analysis for the delivery of continual service improvement.
10. Provide cover for the Service Desk Analysts or Print Room Coordinator if required due to holiday or sickness.

**Technical Support**

1. Provide administration to core applications and account management services, such as but not limited to, Active Directory and Microsoft 365, managing access rights, functionality, and security according to internal processes.
2. Use available tools to diagnose and resolve hardware and software faults efficiently.
3. Support the packaging, maintenance, and deployment of operating systems and applications using SCCM, Intune, and JAMF [or similar tools], ensuring compliance with licensing requirements.
4. Support effective security measures including, but not limited to, patching, virus protection, and physical device security.
5. Test and evaluate new technology and software when required.
6. Assist in maintaining an accurate IT asset inventory, including software contracts, renewals, and maintenance agreements.

**Maintenance**

1. Install, uninstall, or relocate IT equipment, including but not limited to PCs, Macs, printers, and phones.
2. Install, configure, and remove software on endpoint devices as required.
3. Diagnose and resolve hardware and software faults, liaising with third-party maintenance providers when necessary.
4. Administer the telephone system, including extensions, call queues, and auto attendants, and assist with the management of staff mobile phones.
5. Maintain accurate records of IT assets, ensuring proper asset tagging and inventory management.
6. Keep IT work areas, server rooms, and storerooms clean, safe, and secure.
7. Maintain patch panels using appropriate cable lengths and type to not compromise the quality or presentation of the underlying physical network layer.
8. When required, receive and appropriately store IT equipment deliveries.
9. Maintain documentation and contribute to improving working practices.

**Administration**

1. Complete daily/weekly/monthly IT related tasks and processes as directed by the Infrastructure Team, IT Helpdesk Manager, Service Delivery Manager or Helpdesk Analyst and Administrators.
2. Carry out administrative duties for the IT Department, creating reports and spreadsheets as required.
3. Assist fellow engineers within the team by providing guidance and technical training where required.
4. Store all data relevant to your role within the relevant Microsoft Team or SharePoint site.

**General**

1. Participate in the IT Services staff rota providing cover and support during college opening hours.
2. Participate in enrolment duties and support events as required with the occasional need to work outside of college opening hours.
3. Take an active part in the appraisal and mentoring processes.
4. Comply with all relevant Health & Safety Regulations and assist the College in the implementation of its own Health & Safety Policy.
5. Comply with and actively promote the College’s Equality and Diversity Policy.
6. Participate in and contribute to the College’s in-service and training activities.
7. Carry out all other duties as may be reasonably required.

**Safeguarding Children and Vulnerable adults**

* Understand and comply with Safeguarding legislation and ensure that best practice is embedded in all working practices as required.
* Commitment to Safeguarding and promoting the welfare of children and vulnerable adults, ensuring that this commitment is demonstrated in all aspects of the role as appropriate.

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| **Further Education is an ever-changing service and all staff are expected to participate constructively in College activities and to adopt a flexible approach to their work. This job description will be reviewed annually during the appraisal process and will be varied in the light of the business needs of the College.** |

###### IT Engineer - Person Specification

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|  | Essential | Desirable | How assessed?\* |
| Qualifications |  |  |  |
| Good standard of general education (minimum of GCSE Grade C or above in English and Maths, or equivalent) | Checkmark with solid fill |  | AF/Cert |
| CompTIA A+ or Network+ |  | Checkmark with solid fill | AF/Cert |
| Beginner or Intermediate Microsoft certification/s |  | Checkmark with solid fill | AF/Cert |
| ITIL Foundation Certificate |  | Checkmark with solid fill | AF/Cert |
|  |
| Knowledge, Skills and Experience |  |  |  |
| Good literacy and numeracy skills | Checkmark with solid fill |  | AF/T |
| Administration of Exchange Online, including mail flow, security and compliance. | Checkmark with solid fill |  | T/IV |
| Experience of Active Directory administration  | Checkmark with solid fill |  | T/IV |
| Demonstratable working knowledge of networking principles including, but not limited to, TCPIP, DNS and DHCP  | Checkmark with solid fill |  | T/IV |
| Knowledge of cyber security principles and best practice | Checkmark with solid fill |  | T/IV |
| Good working knowledge Microsoft Windows operating system support and troubleshooting | Checkmark with solid fill |  | T/IV |
| Good working knowledge of Microsoft Office  | Checkmark with solid fill |  | AF/IV |
| Competent to troubleshoot and repair hardware and software faults, escalating where necessary | Checkmark with solid fill |  | AF/IV |
| Microsoft Office 365 administration of Teams |  | Checkmark with solid fill | AF/IV |
| Experience of Group Policy administration |  | Checkmark with solid fill | T/IV |
| Working knowledge of Microsoft System Centre Configuration Manager (SCCM) |  | Checkmark with solid fill | AF/IV |
| Good working knowledge macOS operating system support and troubleshooting |  | Checkmark with solid fill | AF/IV |
| Intermediate knowledge of Microsoft Excel |  | Checkmark with solid fill | T/IV |
| Mobile device management using Apple Configurator Microsoft InTune  |  | Checkmark with solid fill | AF/IV |
| Working knowledge of PowerShell |  | Checkmark with solid fill | AF/IV |
| Working knowledge of Power Automate |  | Checkmark with solid fill | AF/IV |
| Audio visual support of classroom smart screens and projectors |  | Checkmark with solid fill | AF/IV |
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| Personal Attributes |  |  |  |
| Good interpersonal and team working skills | Checkmark with solid fill |  | AF/IV |
| Good customer service skills | Checkmark with solid fill |  | AF/IV |
| Ability to work with minimal supervision | Checkmark with solid fill |  | AF/IV |
| Ability to take ownership of problems | Checkmark with solid fill |  | AF/IV |
| Willingness to provide ad-hoc out-of–hours cover | Checkmark with solid fill |  | IV |
| Willingness to provide cover at any HRUC campus at short notice | Checkmark with solid fill |  | IV |
| Flexible approach to work | Checkmark with solid fill |  | IV |
| Co-operative and proactive | Checkmark with solid fill |  | IV |
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| Competencies |  |  |  |
| *Support staff should be able to demonstrate competency in the following areas:*Communication; Planning and Organising; Working together; Customer service; Adaptability and flexibility. | Checkmark with solid fill |  | AF/IV |

\*Evidence of criteria will be established from:

AF = Application Form IV = Interview

T = Test (Skills test) Cert = Certificates checked