

Job Title:	Senior IT engineer
Reporting to:	Communications Manager
Location	St Margaret Clitherow Centre (SMCC)

Mission Statement

“Taking to heart the last words of the Lord Jesus, we will go into the world to proclaim the Good News to the whole of creation.”

Job Summary

The postholder will initially take the lead in domain joining all parishes across the archdiocese. The individual will work with IT colleagues to provide technical support, and training to all users and will play in part in developing IT security.

Main Duties and Responsibilities

Domain Joining Project

1. Lead on a project to improve and enhance the IT infrastructure in our parishes, including:
 - Travelling across the archdiocese to our all parishes and parish centres to domain join them.
 - Develop a project plan for this project to ensure implementation within the timescale

Support

1. Provide technical support via phone, email, remote software and in-person to users across the archdiocese.
2. Troubleshoot and resolve hardware, software, and network issues e.g. password changes, printer problems, problems with people logging on, email issues.
3. Log, track and update support tickets using the service desk system.
4. Support with any technical difficulties that may arise at SMCC during events or meetings.
5. Assist with office relocations and technology deployments.
6. Support major incidents requiring onsite attendance.

Development

1. Train users of varying IT ability on using our systems including providing mentoring and technical guidance to service desk staff.
2. Set up and configure desktops, laptops, mobile devices, and peripherals.
3. Maintain and update IT documentation and knowledge base articles to help ensure users understand their equipment.
4. Work in partnership with IT colleagues and relevant teams on complex issues
5. Support routine maintenance tasks such as software updates and backups.
6. Ensure compliance with archdiocesan IT policies and procedures.
7. Support with procedures, monitoring and education to strengthen our cyber security.
8. Keep up to date with the latest technology and offer professional advice based and suggestions to the organisation on industry developments.

Technical

1. Support and maintain Windows Server environments.
2. Administer Microsoft 365 Services.
3. Manage Active Directory and Group Policy Objects.
4. Support Hyper-V virtualisation platforms.
5. Maintain core services including DNS and DHCP.
6. Assist with server maintenance, upgrades and migrations.
7. Support Exchange Online and Exchange Server environments.
8. Configure and support user accounts, shared mailboxes and distribution groups.
9. Administer Microsoft Intune, Teams, SharePoint and OneDrive.
10. Assist with licence administration and user provisioning.
11. Perform root cause analysis and implement permanent fixes where appropriate.
12. Create and maintain PowerShell scripts to improve efficiency and automate routine tasks.
13. Support SQL Server environments and routine database administration activities.
14. Assist with application upgrades, integrations and system improvements.
15. Support IT projects and technical implementations e.g. implementation of specialist software for teams

General

1. Where necessary, attend, support and contribute to in house and external training programmes to aid continuous individual development.
2. At all times act in a professional and appropriate manner and actively promote the ethos of the Archdiocese of Liverpool.
3. To undertake such other duties as may reasonably be required of you that are commensurate with your level of responsibility and experience.

Confidentiality

During your employment, you may gain knowledge of confidential matters, which may include personal and/or business-related issues. Such information must be considered strictly confidential and must not be discussed or disclosed. Failure to observe this confidentiality could lead to disciplinary action being taken against you.

Data Protection

Where it is a requirement of the job for the post holder to use computers or other information technology, he/she will be required to ensure that security procedures are followed as appropriate and that confidential information for example, passwords, is not communicated to unauthorised individuals.

Safeguarding

The post holder, during the execution of this role, is unlikely to come into regular contact with children and vulnerable adults. At the date of issue, this role, having been assessed by the Archdiocesan Safeguarding Section, has been deemed not to require a Disclosure and Barring Service check.

Health and Safety

All employees are required by Section 7 of the Health and Safety at Work Act to take reasonable care of their own health and safety and that of others who may be affected by their acts and omissions.

Display Screen Equipment Users

Section 39 of the Employee Handbooks states that employees who, following a suitable assessment, are deemed to be a Display Screen Equipment (DSE) User will be eligible to have an eye test funded by the Archdiocese of Liverpool and, where necessary, financial support towards the costs of lenses.

This post does require the job holder to habitually use DSE as part of their normal work and therefore is classed as a Display Screen Equipment User.

Voluntary Duties:

During your employment, should you wish to engage with any activities in your local parish community, these are deemed voluntary in nature and must be undertaken outside of your contractual working hours, as they do not form part of your employment with the Archdiocese.

General Clause:

This job description is not intended to be exhaustive but to indicate the main responsibilities of the post and may be amended from time to time after consultation with the post holder. Any changes will be agreed in conjunction with the designated line manager.

Signed by Employee: **Date:**

Print Name:

Signed by Line Manager: **Date:**

Print Name:

Qualifications	Essential
	Good standard of education including communication skills
	Desirable
	Degree in IT, Computer Science or related subject. Microsoft certifications. ITIL Foundation certification. Relevant infrastructure, networking or cloud certifications.
Experience	Essential
	Relevant IT experience in a systems administration infrastructure or support environment including in a 2nd line, 3rd line or infrastructure support role. Active Directory and Group Policy, Microsoft Entra ID Windows Server environments. Microsoft 365 and Exchange Online. Hyper-V virtualisation. Networking technologies including TCP/IP, Wi-Fi and VPN connectivity. Troubleshooting complex technical issues. PowerShell Service desk software such as OS Ticket, Service Now, Zendesk and JIRA
	Desirable
	Microsoft Intune administration. SQL Server administration Microsoft Defender and Purview. SharePoint and Teams Administration. Power Automate and Power Apps. Working within multi-site organisations. Experience with cybersecurity tools and best practices. JavaScript, PHP, Low Code.
Skills and Knowledge	Essential
	Strong troubleshooting and diagnostic abilities Ability to work independently and manage workload effectively. Excellent written and verbal communication skills. Ability to explain technical concepts to non-technical users. Strong organisational skills and attention to detail. Ability to manage multiple priorities and competing demands and work to set deadlines Good documentation skills.
	Desirable
	Experience with ticketing systems

Personal Attributes	Essential
	Strong organisational and time management skills Strong communication and interpersonal skills. Driving licence, access to a car and the ability to travel independently across the archdiocese for day-to-day work. Flexible approach to work, planning and deadlines. Able to positively work with individuals with varying IT abilities. Practical and hands-on approach to IT support. Self-motivated and proactive problem solver. Strong team player. Willingness to learn new technologies. Commitment to delivering excellent customer service. Ability to work unsupervised.
	Desirable
	Be empathetic and respectful to the catholic faith