

JOB DESCRIPTION: SENIOR IT ENGINEER

PURPOSE:	To play a major role under the auspices of the Trustees and under the overall direction of the Principal.
RESPONSIBLE TO:	Manager – Finance and Administration
WORKING TIME:	Full time

Summary of Responsibilities

Job Purpose:

The Senior IT Engineer is responsible for the implementation, administration, support, maintenance and continuous improvement of the School's applications and digital systems. Working in collaboration with the School's appointed external IT vendor, who provides IT infrastructure and cybersecurity services, the Senior IT Engineer will act as the **primary onsite IT representative** and key point of contact for the School.

The role is responsible for ensuring that the School's IT applications and services are delivered effectively, securely and reliably. This includes providing day-to-day technical support, managing school applications and systems, coordinating IT-related issues with the external IT vendor, and supporting the implementation of technology improvements across the School.

The Senior IT Engineer will work closely with academic, administrative and leadership teams to provide technical support and practical solutions. The role will also liaise closely with external IT vendors, application providers and other technology partners to troubleshoot issues, coordinate system changes and upgrades, and implement improvements.

The successful candidate will have a strong understanding of business and education technology applications, excellent troubleshooting and problem-solving skills, and the ability to communicate effectively with both technical and non-technical users. The candidate should be comfortable taking ownership of issues, coordinating with external service providers, and ensuring that matters are followed through to resolution.

MAIN DUTIES

Application Administration & Support

- Manage and support the school's key applications and information systems, including but not limited to:
 - Student Information Systems (SIS)
 - Learning Management Systems (LMS)
 - Assessment and reporting platforms
 - School communication and parent portals
 - HR and Finance applications

- Admissions and enrolment systems
- Microsoft 365 / Google Workspace and related applications
- Other cloud-based and education technology platforms
- Configure and maintain applications according to the School's requirements.
- Manage user accounts, roles, permissions and access rights.
- Troubleshoot application issues and provide timely support to staff, students and other authorised users.
- Monitor application performance, availability and system health.
- Maintain accurate application documentation, configuration records and user guides.

Systems Integration & Data Management

- Support integrations between school applications and other internal or third-party systems.
- Assist with data imports, exports, synchronisation and validation.
- Identify and resolve data inconsistencies or integration issues.
- Work with application vendors and service providers to troubleshoot technical issues and implement system improvements.
- Support APIs, automated workflows and other system integrations where required.
- Ensure that data is handled accurately and securely.

IT Infrastructure and Systems Coordination

- Act as the primary onsite IT contact for the School and coordinate with the appointed external IT vendor on infrastructure and technical matters.
- Work closely with the external IT vendor to monitor and resolve issues relating to the School's network, Wi-Fi, servers, internet connectivity and other IT infrastructure.
- Provide onsite support for computers, laptops, tablets, printers, interactive displays and other IT equipment.
- Assist with the deployment, configuration and maintenance of hardware and software.
- Manage software licences, application updates and user accounts.
- Escalate infrastructure, network and connectivity issues to the external IT vendor and follow through to resolution.
- Maintain an accurate inventory of IT equipment, systems and assets.
- Plan for hardware replacement and future technology requirements.
- Coordinate scheduled maintenance, upgrades and changes with the external IT vendor to minimise disruption to the School.

Teaching, Learning & Digital Innovation

- Support teachers and staff in using technology effectively in teaching, learning and administrative activities.
- Manage and support learning platforms such as Microsoft 365, LMS systems and assessment platforms.
- Introduce and support new educational technologies, including AI and emerging digital tools.
- Work with teachers to identify opportunities to improve digital learning and classroom technology.
- Support computing, coding, STEAM and digital skills across the curriculum where appropriate.
- Provide guidance and training to staff on the effective and responsible use of technology.

Cybersecurity, Safeguarding and Data Protection

- Work in collaboration with the external IT vendor to support the School's cybersecurity and information security requirements.
- Act as the onsite point of contact for cybersecurity-related incidents and coordinate with the external IT vendor on investigation and resolution.
- Manage application-level user access, permissions, passwords and multi-factor authentication within the School's systems.
- Support the implementation of the School's data protection and privacy requirements.
- Ensure that sensitive student, parent and employee information is handled appropriately.
- Work with the external IT vendor to ensure appropriate backup, recovery and business-continuity arrangements are maintained.
- Support staff and students in developing awareness of cybersecurity, phishing, responsible technology use and data protection.
- Escalate suspected security incidents or vulnerabilities promptly to the appropriate external IT provider and School management.
- Monitor and coordinate with the external IT vendor to ensure that appropriate filtering and monitoring of student internet use are in place.

IT Support and Service Management

- Provide an efficient and responsive IT support service for staff and students.
- Prioritise and resolve application, hardware and user-related technical problems.
- Maintain an IT ticketing and asset-management system.
- Act as the primary onsite contact between the School and the external IT vendor.
- Log, monitor and follow up on issues escalated to the external IT vendor.
- Maintain regular communication with vendors and ensure that outstanding issues are followed through to resolution.
- Manage relationships with application vendors, consultants and technology service providers.
- Keep documentation, inventories and technical procedures up to date.
- Train staff so that common technical and application issues can be solved independently where appropriate.
- Coordinate software upgrades, patches and system changes with relevant stakeholders and the external IT vendor.
- Assist with evaluating new applications and technology solutions based on school requirements.

IT Strategy, Projects and School Development

- Contribute to the development and implementation of the School's IT strategy and digital roadmap.
- Provide advice to SLT on technology requirements, priorities and potential improvements.
- Assist with IT budgeting, procurement and vendor management.
- Coordinate and support technology projects such as device rollouts, new software implementations, application upgrades and digital learning initiatives.
- Work with the external IT vendor on infrastructure-related projects and upgrades.
- Regularly review existing applications and workflows to identify opportunities for improvement.
- Recommend solutions that improve efficiency, user experience and data accuracy.
- Keep up to date with developments in education technology, cloud applications and IT best practices.
- Contribute to the development and review of IT policies, procedures and standards.

- Ensure IT projects and developments are appropriately coordinated with the School's external IT provider.

Other professional requirements

- Establish and maintain effective working relationships with professional colleagues and other teachers to develop cross curricular links and creative approaches to learning.
- Establish effective relationships with parents and inform them of developments and practices relating to the teaching of the curriculum.
- Participate in meetings with professional colleagues and parents in respect of the duties and responsibilities of the post.
- Be aware of the need to take responsibility for your own professional development.
- Play a full part in the life of the school community, to support its distinctive mission and ethos and to encourage staff and pupils to follow this example.
- Undertake any other duty as specified by Principal not mentioned in the above.

The School is committed to safeguarding and promoting the welfare of students, children and young people and expects all employees, volunteers and other third parties to share this commitment. Safer recruitment practice and pre-employment background screening will be undertaken before any appointment is confirmed. All positions are subject to background check clearance and successful employment references.

The job holder's responsibility for promoting and safeguarding the welfare of children and young person's for whom s/he is responsible, or with whom she/he comes into contact will be to adhere to and ensure compliance with the school's Safeguarding, Child Protection Policy and Procedures at all times. If in the course of carrying out the duties of the role, the job holder identifies any instance that a child is suffering or likely to suffer significant harm either at school or at home, she/he must report any concerns to the School's Safeguarding Lead or to the Principal accordingly.

Other Specific Duties:

- Any other duties as required by the Principal

Person Specification: SENIOR IT ENGINEER

Person Specification

A. Qualifications and Experience

- Diploma or Bachelor's degree in Information Technology, Computer Science, Information Systems, Network Engineering or a related field.
- Minimum 5 years of relevant IT experience, including application support, systems administration and IT infrastructure coordination or a similar role.
- Experience supporting business applications, cloud-based platforms and education technology systems.
- Experience with system integrations, APIs, data management or workflow automation would be an advantage.
- Experience working with education technology, school management systems, such as Engage and iSAMS, would be advantageous.
- Strong troubleshooting and analytical skills.

- Experience working with external IT vendors, managed service providers and technology service providers is highly desirable.
- Experience with Microsoft 365, Windows environments, cloud services and networking concepts.
- Good understanding of cybersecurity principles and data protection requirements.
- Professional certifications such as Microsoft, CompTIA, Cisco, or equivalent are an advantage.

B. Knowledge, Understanding, Skills and Abilities

- Strong technical troubleshooting and problem-solving abilities.
- Strong communication and vendor-management skills.
- Good understanding of business applications, cloud systems and education technology.
- Ability to coordinate multiple tasks and follow through on issues to resolution.
- Strong customer service orientation and interpersonal skills.
- Good documentation and organisational skills.
- Ability to work independently while collaborating effectively with external IT service providers.
- Ability to communicate technical information clearly to non-technical users.
- Good understanding of IT security, user access management and data protection.
- Ability to identify when an issue should be resolved internally and when it should be escalated to an external IT provider.

C. Leadership/Personal Qualities

- A team player who is respected by colleagues and external service providers.
- Ability to act quickly and sensitively under pressure, remain calm in difficult situations
- And manage competing priorities.
- Ability to manage own workload effectively, with a proactive and solution-focused approach.
- Open and constructive, receptive of feedback and committed to continuous learning.
- Excellent interpersonal skills and approachable manner when working with staff, students and the wider school community.
- Demonstrates a positive “can-do” attitude and takes ownership of issues through to resolution.
- Demonstrates a high level of discretion and confidentiality when handling sensitive school, student and employee information.