

JOB DESCRIPTION

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| **Job Title: IT Systems Engineer**    **Grade**  **S01**  **Directly responsible to: IT and Operations Manager** |

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| **Purpose of job:**   * **To take responsibility for the support and improvements to our core Microsoft based solutions.** * **To have strong experiences in Active Directory, Azure Active Directory, Windows Servers, Desktop OS and related technologies.** * **To support the 365 solutions including Microsoft Exchange Hybrid for Emails, Teams, SharePoint and related technologies.** * **To support other areas of technologies within Virtualisation (VMware), Cyber Security and Backup.** * **They must be an effective communicator, able to work as part of a team and enthusiastic to enhance the IT service.** |

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| **MAIN RESPONSIBILITIES AND DUTIES;**   1. Provide 2nd / 3rd line support within the Microsoft solution suite of products at the infrastructure level. 2. Manage and administer Windows Servers, Active Directory, Azure Active Directory and associated services (e.g. User Accounts, Groups, Group Polices, SCCM, Intune etc) to ensure optimal performance and security. 3. To ensures Microsoft servers and desktops meet the requirements for purpose and to maintain them with appropriate security and updates. 4. Monitor and troubleshoot Microsoft systems to identify and resolve issues promptly, ensuring minimal downtime and optimal performance. 5. Manage and optimize Microsoft Exchange (hybrid) for email services, including mailbox configurations, security, and compliance feature. 6. Manage Microsoft Teams for seamless communication, collaboration, and virtual meetings. 7. To have a good understanding of Azure Active Directory and 365 that is effectively applied across servers, endpoints and users. 8. To develop and manage an effective Microsoft 365 SharePoint service that entails document libraries, sites and integration with applications/services such as Word, Excel, Teams and One Drive. 9. Monitor and troubleshoot Microsoft 365 services to identify and resolve issues promptly, ensuring minimal disruption to business operations. 10. To be able to work with PowerShell as and when required. 11. To work with the Senior infrastructure and Network Engineer to ensure the Microsoft solution suite is secure. 12. To assist the Senior Infrastructure and Security Engineer with the annual Cyber Essentials certification. 13. To assist the Senior Network and Senior Infrastructure Engineers on the physical infrastructure that includes Servers, SAN and Networking. 14. To assist the Helpdesk team to resolve 1st / 2nd line helpdesk tickets. 15. To ensure key technology is well documented and knowledge is shared to the IT and Operations Manager and other key personnel as required. This includes change management processes. 16. Keeping up to date with the latest technologies especially within the IT specialisms of this role. 17. Collaborate with existing vendors and third-party providers in order to optimally deliver IT support. 18. Assist the IT and Operations Manager with the development of College IT Strategies and Policies. 19. To ensure work performed within this role is as per the overall College policies, College IT policies and relevant SLA’s. 20. Work collaboratively with all members of the IT Services to deliver an effective and efficient IT service. 21. To represent the IT Services team as required at internal and external meetings. 22. Undertake such other duties as may be reasonably required commensurate with this grade, at the initial agreed place of work or at other locations in the College's catchment area. 23. The post holders will be expected to work flexibly (sometimes working outside of the normal working hours or weekends) and efficiently to maintain the highest professional standard and to promote and implement the policies of the Corporation. 24. The post holders will be expected to comply with any rules and regulations, which the Corporation may from time to time issue to ensure the efficient operation of its business and the welfare and interests of its Learners and employees. 25. In carrying out his/her duties the person must be appointed must comply with Health and Safety Regulations. 26. Be fully aware and comply with the College policy on equal opportunities. 27. To actively contribute to the College’s safeguarding children and safeguarding vulnerable adults’ agenda. |

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| PLACE OF WORK  This post will be based predominantly at the Deane Road Centre, but as the college has a number of Out centres in the Bolton area, the post holder will be expected to visit these from time to time as needed.  WORKING HOURS  You will be expected to work 37 hours per week. As the availability of IT Services are critical to the college and in line with most IT working environments, you will be expected to be flexible around when these hours are worked although it is anticipated that in the main they will be close to the colleges normal working day.  Training  The College wishes to encourage staff to increase their skills and qualifications, for the benefit of the individual and the College. The post holder may therefore, at the discretion of management, be required to undertake training and development appropriate to present and future needs of the College.  All staff will be required to participate in an annual staff development review.  PROBATIONARY PERIOD  For new employees to Bolton College, the first 9 months will be a probationary period, during which their suitability for the position to which they have been appointed will be assessed. The College reserves the right to extend their probationary period if, in its opinion, circumstances so require. During the probationary period, the employment may be terminated either by the post holder or by the College on giving one month’s written notice. The College’s Disciplinary Procedure will not apply during the probationary period.  APPRAISAL  The post holder will be required to participate in a staff appraisal scheme approved by the College.  In the interests of health and safety, smoking is not permitted at Bolton College. |
| **JOB DESCRIPTION PREPARED BY: IT Operations Manager**  **DATE: January 2024** |