

JOB OUTLINE

Job title:	Tier 3 Professional Services Engineer
Hours:	37 hours per week
Reports to:	Technical Services Manager
Team:	Technology in Schools
Location:	Hybrid working – 1 day in HFL Head Office, 4 days remote or onsite at educational settings or as required to meet business needs.

PURPOSE OF THE JOBS

As a Tier 3 Professional Services Engineer, you will play a pivotal role in delivering high-quality IT solutions to educational settings. Your responsibilities will span three core areas: leading and delivering technical projects and installations, supporting the sales process with technical expertise, and acting as a senior escalation point for complex technical issues. You will work closely with internal teams, school stakeholders, and third-party providers to ensure seamless service delivery and continuous improvement.

MAIN AREAS OF RESPONSIBILITY

IT Project Work & Installations:

- Lead the planning, implementation, and delivery of IT infrastructure projects across educational settings
- Conduct site surveys and produce technical documentation and project scopes
- Ensure all projects are delivered on time, within scope, and to budget
- Maintain accurate technical documentation and contribute to service improvement initiatives
- Support onboarding and offboarding of schools, ensuring smooth transitions

Technical Pre-Sales:

- Collaborate with Account Managers to scope and design technical solutions for prospective clients
- Attend client meetings to provide technical input and help shape proposals
- Translate customer requirements into technical specifications and project plans
- Provide input into pricing, timelines, and resource planning for proposed solutions

Technical Service Management:

- Take ownership of complex technical issues escalated from the Service Desk, ensuring timely resolution and clear communication throughout
- Act as a senior technical lead, providing guidance and support to internal teams and ensuring service continuity
- Proactively manage stakeholder relationships with schools and educational clients, acting as a trusted technical advisor
- Coordinate with the Service Desk, Account Managers, and Technical Services Manager to ensure seamless transitions between support and project delivery
- Monitor and improve service performance, contributing to technical standards and best practices
- Ensure all escalations are documented, tracked, and resolved in line with SLAs and customer expectations

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time become necessary.

PERSON SPECIFICATION

Knowledge of:

- Hands-on technical knowledge of LAN/WAN, Routing, Switching, firewalls, VLANs. VPNs and network segmentations
- Understanding of virtualization technologies e.g. VMware and Hyper-V
- Understanding of backup and recovery concepts
- Understanding of and experience working with cloud technologies
- Understanding of essential security concepts, compliance and governance
- Outstanding technical insight, practical knowledge, and specialist capability
- Technical solution design and proposal development
- Project management methodologies (formal certification desirable but not essential)
- Full UK driving licence own vehicle with business insurance

Experience of:

- Experience with management of devices and policies with Microsoft Endpoint Manager/Microsoft Intune
- Experience with Azure, including Azure Active Directory and virtual machines within the Azure Cloud

- Deployment and advanced support of Microsoft 365 products, including SharePoint/OneDrive and Teams
- Management and troubleshooting of Windows Server 2008-2019, including Remove Desktop Services, Active Directory, AD Sync
- Experience of backups and running restores to all environments mentioned in job outline
- Experience leading end-to-end IT infrastructure projects
- Working in a pre-sales or consultancy capacity
- Acting as a technical escalation point within a support or service delivery team
- Customers relations and SLAs

Skills and abilities:

- Excellent problem solving and troubleshooting skills
- Strong stakeholder engagement and communication skills
- Ability to balance project delivery with reactive support responsibilities
- Commercial awareness and ability to align technical solutions with business needs
- High degree of self-motivation, and a proactive approach to problem resolution
- Ability to adapt and learn in an innovative environment
- Ability to work as part of a team
- Excellent written and verbal communication and customer service skills
- Outstanding time management skills
- Passion for new technologies

FIXED KEYS TARGETS:

- Log 27 hours billable Time (Weekly average)
- Achieve 97% CSAT Score for Projects/Tickets