JOB OUTLINE

Job title:	**Tier 2 Technical Services Engineer**
Hours:	**37 hours per week**
Reports to:	**Technical Services Manager**
Team:	**Technology in Schools**
Location:	**Marlborough Science Academy (5 days/week); required to attend HFL Head Office or other sites if business needs change.**

PURPOSE OF THE JOB

As a Technical Services Engineer, you'll manage the school's network, ensuring IT systems support teaching and learning. Acting as the main escalation point, you'll provide expert solutions, handle small projects, and offer occasional out-of-hours support. Additionally, you'll mentor colleagues and ensure smooth IT operations across the school.

MAIN AREAS OF RESPONSIBILITY

- Ensure reliable operation of IT systems, server backups, and asset management.
- Provide senior-level support and act as an escalation point for onsite technicians.
- Collaborate with 3rd line support on escalated issues, providing opportunities for onsite engineers to learn from advanced troubleshooting, while also assisting in project planning.
- Lead, mentor, and train Junior Engineers.
- Perform regular audits of hardware and consumables.
- Manage ITSM tickets, ensuring timely issue resolution.
- Maintain and troubleshoot networks, servers, switches, and wireless systems.
- Support Professional Services with onboarding and documentation for new schools.
- Ensure staff and students have appropriate IT access and provide training as needed.
- Adapt effectively to changing business needs and priorities, as necessary.

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:

- Skilled in Windows 10/11 desktop administrator, OS/applications deployment, and troubleshooting.
- Microsoft 365, Azure SharePoint, Teams and Google G Suite administration.
- Knowledge of wireless technologies and Apple iOS/OSX MDM management.
- Familiarity with 3rd party school systems (e.g. cashless catering, CCTV).

Experience of:

- Experience with Windows Server (2016 – 2022), Hyper-V, virtualisation, and backup configuration.
- Proficient in Active Directory, Group Policy, DHCP, MFA, and network services (including K8 & RMCC4).
- Experience with network hardware (switches, routing, VLANs) and network printer management.
- Ability to manage customer relations and SLAs.
- Full driving license and ability to travel

Skills and abilities:

- Flexible and organised, able to prioritise under pressure.
- Excellent communication skills, with the ability to explain technical issues clearly.
- Ability to work independently or as part of a team.
- Ownership of technical escalations and issue resolution
- Contribute to and maintain documentation
- Exceptional problem-solving and troubleshooting abilities
- Leadership skills with the ability to report to senior management
- Positive attitude and exceptional customer service focus

FIXED KEYS TARGETS:

- Log 27 Billable Hours (Weekly average)
- Achieve CSAT Score of 97% (Weekly average)