Job description

Job title: ICT Engineer Grade 3

Reports to: Managed Services Team Leader

About School Business Services

SBS are one of the UK's leading suppliers of education support services with a portfolio that includes the full spectrum of ICT, Finance, MIS and HR &Payroll offerings. All our services are managed and delivered by a team that has a wealth of experience and an excellent reputation within the education arena.

Principal job function

The Grade 3 role within the ICT team is the second highest level an engineer can reach before Senior Consultant. This role will see the jobholder managing large schools and ensuring that the schools ICT service and infrastructure is an example of how ICT within Education should operate. The Grade 3 will mentor all other members of the ICT team and share good practice, correct advice and latest technology news.

Grade 3 technicians are expected to aspire to Senior Consultant level and have ambition to demonstrate their ability and customer management to achieve this. Grade 3 technicians are expected in most cases to be able to manage multiple school networks, delegate tasks to engineers and ensure the customer is informed at all times with professional reports and excellent communication skills.

Grade 3 technicians will be able to manage straightforward projects and provide on the job practical training whilst keeping the project on track.

Duties & responsibilities

1. Provide ICT technical support and guidance to all SBS clients and staff
2. Act at all times with integrity and provide a pleasant professional manner
3. Maintain effective communication with SBS Helpdesk, Assistant ICT Manager and ICT & MIS Manager, providing reports if necessary
4. Liaising with internal and external ICT partners and colleagues on new sales opportunities, projects or remedial activities
5. Assisting in the management and development of the Schools ICT infrastructure
6. Championing the use of SBS's ICT service and delivering accurate information and advice
7. Keeping abreast of new ICT Education developments
8. Covering for other members of the ICT team as required
9. In Depth ICT knowledge, covering:

    a. Server operating systems; Windows 2003 and up
    b. MS Server Virtualisation
    c. SAN / NAS Deployment and Operation
    d. Desktop Windows 7 and up
    e. Microsoft Exchange and SQL

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      f.   Network methodologies and protocols, including Fibre technologies

10. Experience of installing and de-installing educational end-user application software, such as Sims.net, SQL and FMS
11. Excellent people skills and in particular a confident and pleasant telephone manner
12. Capable of producing ICT support and educational documentation
13. Comprehensive knowledge and experience of business application software including the use of Microsoft Office (Word, PowerPoint, Access, Excel and Outlook) and contact databases
14. Ability to work with other managers who do not have an ICT background
15. Ability to communicate persuasively at all levels of the organisation
16. Prior experience working within the education sector

Any additional duties commensurate with the post as specified by the Managed Services Team Leader