

Our mission is: 'Realising potential, transforming lives'

Job Title **Infrastructure Engineer**

Responsible to **IT Manager**

Accountable to **Director of IT**

Job Purpose:

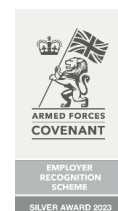
To support, maintain, develop, and secure the College's IT infrastructure, ensuring the delivery of reliable and resilient technology services that support teaching, learning, administration and business operations across the college.

The post holder will be responsible for maintaining server, network, cloud and security platforms, delivering infrastructure improvement projects, and providing third-line technical expertise. Working closely with IT Management, they will help drive service improvements, operational resilience, and the adoption of security best practices across all aspects of infrastructure and service delivery.

Key Responsibilities:

- Provide 3rd line technical support for staff and students, ensuring incidents, service requests and problems are resolved effectively, professionally and within agreed service levels.
- Deploy, administer, maintain, monitor and troubleshoot the college's servers, network, cloud, telephony and associated infrastructure systems.
- Deliver reliable and resilient digital infrastructure services in accordance with Service Level Agreements (SLAs).
- Administer and support Microsoft 365, Entra ID, Active Directory and other core infrastructure platforms, ensuring systems remain secure, available and fit for purpose.
- Maintain virtualisation platforms, server infrastructure, storage systems and associated hardware, ensuring optimum performance and availability.
- Configure, upgrade, patch and troubleshoot servers, switches, wireless infrastructure, firewalls, storage platforms, appliances and other infrastructure components.

- Monitor system performance, capacity, availability and security, proactively identifying risks, trends and opportunities for improvement.
- Assist in the administration, monitoring and testing of backup and disaster recovery solutions, ensuring data can be recovered in line with business requirements.
- Monitor backup jobs and infrastructure alerts, investigating and escalating failures where necessary and maintaining appropriate records.
- Support the implementation, administration and ongoing development of endpoint management solutions, including Microsoft Intune, Microsoft Endpoint Manager and other relevant technologies.
- Assist with the administration and support of network infrastructure, including switching, routing, wireless networking, DNS, DHCP and network security services.
- Support the administration of Microsoft Exchange Online and related collaboration technologies.
- Assist with infrastructure upgrade, replacement and improvement projects, including planning, testing, implementation and documentation.
- Ensure infrastructure systems are appropriately secured through the application of patches, configuration standards, access controls and cybersecurity best practice.
- Contribute to vulnerability remediation activities and support the implementation of security recommendations arising from audits, penetration tests and security reviews.
- Create, maintain and regularly review technical documentation, procedures, diagrams, asset records and system configurations to ensure they remain accurate and up to date.
- Assist in the development and continuous improvement of the IT Services knowledge base for both IT staff and end users.
- Identify recurring incidents, service weaknesses and opportunities for automation, working with IT Management to improve service quality and reduce demand.
- Develop and maintain basic automation and scripting solutions using PowerShell or similar technologies to improve efficiency and consistency.
- Liaise with third-party suppliers, support providers and external stakeholders to resolve issues and support service improvements.
- Participate in infrastructure maintenance activities, including planned upgrades, system migrations and change implementations.
- Assist in maintaining compliance with relevant legislation, regulatory requirements, college policies and IT security standards.
- Contribute to the evaluation, testing and implementation of new technologies and services that support the College's strategic and operational objectives.
- Work closely with IT Management to promote a security-first culture, ensuring cyber security considerations are embedded within infrastructure management, project delivery and operational activities.
- Provide occasional evening, weekend and out-of-hours support to facilitate maintenance activities and minimise disruption to college operations (time off in lieu will be provided).



PERSON SPECIFICATION

Qualifications

Essential

- 5x GCSEs Grade C/4 or equivalent, including Maths and English.

Desirable

- ITIL Foundation certification.
- Relevant Microsoft, CompTIA or vendor technical certification.
- Evidence of ongoing Continued Professional Development (CPD).

Experience and knowledge

Essential

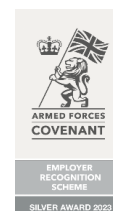
- Experience using IT Service Management (ITSM) or helpdesk systems.
- Experience working within Service Level Agreements (SLAs).
- Experience maintaining knowledge base documentation.
- Experience of supporting or administering at least 4 of the following is essential:
 - Windows Server 2019+
 - Active Directory
 - Active Directory Certificate Services
 - Microsoft 365 / Entra ID
 - Microsoft Endpoint Manager (SCCM)
 - MDM using Microsoft Intune, Jamf or similar
 - Microsoft Exchange
 - Virtualisation platforms (e.g. VMware or Hyper-V)
 - Basic scripting using PowerShell or similar (e.g. Python/Perl etc.)
 - Backup software such as Veeam
 - Network infrastructure including switching/routing/Wi-Fi
 - IP Telephony
 - Firewalls
 - Basic Linux system administration
 - MS SQL Server

Desirable

- Experience of using AI tools i.e. ChatGPT/Copilot.
- Experience of working in an education environment.
- Experience of working with confidential information.

Skills and abilities

- Excellent customer service and stakeholder management skills.
- Strong organisational and workload prioritisation skills.
- Ability to make informed decisions and manage competing priorities.
- Strong verbal and written communication skills.
- Ability to analyse issues and identify practical solutions.



- Commitment to continuous improvement and service excellence.
- Ability to work calmly and effectively under pressure.
- Flexible approach to hours of work.
- To contribute to and maintain College values.
- Must demonstrate suitability to work with children and vulnerable adults.

Updated September 2026

