JOB TITLE: IT Field Engineer

LOCATION:

HYBRID WORKING:

REPORTS TO: IT Service Desk Manager

ACCOUNTABLE TO: IT Service Desk Manager

**ABOUT US:**

At Outcomes First Group, we believe every child can thrive when given the right environment for success. As one of the world’s leading providers in our sector, we deliver exceptional, research-led education tailored to each individual, with smaller class sizes and personalised learning plans. Our vision is to empower every child with a world-class education that nurtures potential and inspires lifelong learning, our mission is to unlock that potential through personalised learning and opportunity, and our promise is simple: we listen, we work together, and we are accountable to one another to make the remarkable happen.

**JOB PURPOSE:**

Provide 2nd/3rd line support services as part of a wider team of experienced engineers to assist with the company's progression. The post holder would be responsible for assisting, fixing and maintaining general service requests, incidents and problems for multiple sites across the South West of England, escalating where necessary and assisting the wider IT Team with investigations and rollouts of new technology

**KEY RESPONSIBILITIES:**

* Troubleshoot and resolve incidents, major incidents, problems and service requests, providing regular updates to the end user.
* To be the first point of escalation for the 1st and 2nd line support engineers.
* Acting as the first point of contact for specific sites and managing site relationships.
* Work closely with the IT Service Desk Manager, to define and improve processes and Service Improvement Plans.
* Own, monitor and resolve incidents and requests in a timely manner, escalating where necessary to the IT Service Desk Manager.
* Liaise with 3rd Line and the Infrastructure team on infrastructure problems defining and agreeing remediation and/or improvement plans.
* Liaise with the Software and Applications team on application problems, contributing to remediation and/or improvement plans.
* Conduct root cause analysis of major incidents and problem records, contributing to the implementation of remedies and preventative measures.
* Manage and remediate Cyber and Infrastructure P1 incidents.
* Configure and maintain user permissions on Sharepoint or file servers.
* Contribute to building the knowledge base, sharing knowledge across the service desk and wider IT team.
* Install applications.
* Administer and manage user accounts and permissions (Active Directory/Office 365/Azure AD/Google Workspace/Google Classroom).
* Provide support for printers, both hardware and software.
* Configure devices such as laptops, mobile phones, and tablets.
* Manage mobile device configurations in Jamf or InTune.
* Support Web filtering.
* Support connectivity and hardware over multiple sites, both on site and remotely.
* Support server environments.
* Support of cloud telephone systems and ensure a smooth operation.
* Support networking equipment such as routers and switches (Cisco Meraki & Unifi).

**In addition;**

* Attend meetings and team events as required.
* Participate in an annual performance review program.
* Work in accordance with all company policies and procedures, especially those relating to Child Protection and Safeguarding, maintaining strict confidentiality appropriate to the role.
* Be familiar with Health and Safety issues related to IT equipment use and report any concerns to the Line Manager.
* Observe the company's Health and Safety policies relating to the working environment and building security, reporting any issues promptly.
* Adhere to Data Protection regulations, maintaining strict confidentiality.
* Promote and practice equal opportunities, working positively towards anti-discriminatory and anti-racist practices.
* Demonstrate a willingness to learn and develop personal skills through ongoing training provided by the company or externally, subject to company approval and agreement with the Line Manager.

**STANDARD RESPONSIBILITIES:**

There are a number of standard duties and responsibilities that all employees, irrespective of their role and level of seniority within OFG Group are expected to be familiar with and adhere to.

Leads, manages, and participates in an annual performance review programme

Works, always, in accordance with the policies and procedures of the OFG Group and statutory regulations applicable to the Group.

Observes, always, strict rules of confidentiality appropriate to the post.

To always comply with the requirements of Health and Safety Regulations to ensure their own wellbeing and that of their colleagues.

OFG Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expect all employees to work in accordance with this.

Ability to work attentively and accurately with data inputting

Undertakes other duties as assigned.

 **EXPERIENCE, SKILLS & QUALIFICATIONS:**

* Experience with server environments (Windows) (essential)
* Knowledge of user account management and permissions (Active Directory/Microsoft 365/Azure/Google Workspace) (essential)
* Experience with cloud-based solutions (Microsoft 365/Google) (essential)
* Understanding of network technologies (Cisco Meraki, Smoothwall, LAN/WAN) (essential)
* Understanding of Jamf and/or Microsoft Intune (essential)
* Ability to troubleshoot application issues and perform scripting (essential)
* Knowledge of IT security and compliance (essential)
* Experience in troubleshooting and supporting hardware and software for various devices (essential)
* Understanding of virtualization (preferred)
* Experience with VOIP/Telephony solutions (Uboss) (preferred)
* Knowledge of network management tools (preferred)
* Understanding of network technologies (Cisco Meraki, Smoothwall, LAN/WAN) (preferred)
* 3 to 5 years’ experience in 2nd/3rd line support role within a technical support desk or MSP (essential)
* Holds or is working towards a professional qualification in IT or a related degree (preferred)
* Strong knowledge of desktop and server platforms (essential)
* Proven experience operating in an ITIL framework (essential)
* Strong understanding of IT infrastructure and technical diagnostic skills (essential)
* Strong customer service skills (essential)
* Proven experience in knowledge sharing and creating knowledge base articles (essential)
* Broad technical knowledge of PCs/peripherals and their architecture (essential)
* Strong working knowledge of current software packages and operating systems (essential)
* Experience with service desk products (essential)
* Ability to manage site relationships and act as a first point of contact
* Attention to detail, ability to follow processes, and take ownership of tasks or issues
* Excellent communication, organisational and interpersonal skills
* Ability to learn, prioritize workload, and meet tight deadlines
* Ability to work on own initiative, tackle tasks proactively, address and resolve problems methodically
* Ability to diagnose faults in the hardware/software/operating systems
* Contributes to and supports team collaboration
* Ability to work well with challenging customers and under pressure

The post holder will be expected to travel to schools and office locations in the UK when required.

The post holder will be expected to do training and keep professional qualifications up to date and relevant to the post.