JOB TITLE: Infrastructure Engineer

LOCATION: Bolton Office

HYBRID WORKING: Yes

REPORTS TO: Senior Infrastructure Engineer

ACCOUNTABLE TO: Head of IT Delivery

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:

With a key focus on customer service, you’ll be part of a team of engineers responsible for the support, maintenance upgrade, and expansion of infrastructure services across Outcomes First Group’s large estate of schools an offices.

You will be responsible for planned improvements as well as day-to-day support and management of the servers, network and cloud services across the group including resolution of complex issues, working on projects and supporting the business ensuring the company infrastructure is fit for purpose.

As a member of the Infrastructure Team, you’ll also be involved in strategic developments and improvements to our Microsoft 365 tenant, Active Directory, Azure services and WAN/LAN networks – the foundations used by colleagues and students across the Group.

KEY STAKEHOLDERS:

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KEY RESPONSIBILITIES:

* Supervise and participate in the implementation of technologies and platforms supporting a complex corporate network infrastructure.
* Ensure high availability of on-premises platforms that support internal employee business functions and external customer contact.
* Troubleshoot and remediate escalated and infrastructure level issues impacting the operation of the business.
* Provide direction and supervision of resellers and partners on the design and support of systems in local and remote offices.
* Assist the planning and implementation of new or improved network integrations following business acquisition or expansion.
* Serve as one of the primary points of contact for suppliers and service providers.
* Manage and monitor the business server infrastructure based primarily on Microsoft and Hyper-V technologies.
* Manage and monitor the business network infrastructure based primarily on Meraki and Ubiquiti products.
* Manage the configuration and monitor the Wide Area Network and network devices
* Assist the planning and delivery of improvements to the way we operate Microsoft 365 across the group including tenant to tenant consolidation and the use of cross-tenant configuration enabling colleague collaboration
* Document the design, operation and troubleshooting of technology platforms and procedures.
* Mentor, educate and knowledge transfer to members of the IT team.
* Perform all activities in keeping with established change management and approval procedures.
* Manage the Infrastructure license provision.
* Support the business and the information security team in its cyber security improvements.
* Other special projects and technology initiatives as required.

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:

ESSENTIAL

* Between 3 to 5 years in a 3rd line/Infrastructure role experience within a technical support desk or MSP.
* Holds a professional qualification (Microsoft Stack, Azure, MCSA, CCNA etc) or an IT Degree or working towards one.
* Strong knowledge of working within an ITIL framework.
* Strong understanding of IT infrastructure.
* Demonstrated efficient and effective use of problem-solving and task prioritization to solve complex challenges.
* Demonstrated history in supporting technical projects
* Strong customer service skills.
* Strong attention to detail, the ability to follow processes and procedures and take ownership of tasks or issues.
* Excellent communication, organisational and interpersonal skills.
* Ability/willingness to learn, prioritize workload and meet tight deadlines.
* Ability to work on own initiative, tackle tasks proactively, address and resolve problems and able to follow a methodical approach to service issues.
* Contributes to, supports, and works within the team.
* Ability to work well with challenging customers and under pressure.
* Experience in supporting Windows Server 2016-2025 and Windows 10/11
* Experience in managing Active Directory
* Experience in managing Microsoft 365 services such as Exchange, Sharepoint and Purview
* Experience in supporting EntraID/InTune managed solutions
* Experience in supporting firewalls
* Extensive knowledge and troubleshooting experience of enterprise networks, VLANs, routing, switching and IP addressing.
* Understanding of virtualization
* Solid understanding of LAN/WAN technologies
* Experience of managing Apple devices in the Enterprise

DESIRABLE

* Experience of JAMF MDM
* Cisco Meraki Experience
* Azure Infrastructure experience
* VOIP/Telephony solutions
* Experience of managing educational web content filtering solutions

Please note

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

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