



Job Description

JOB TITLE	Infrastructure Engineer
JOB FAMILY	Technology
REPORTING TO	Infrastructure Engineering Manager

Job Purpose

- To provide advanced, detailed troubleshooting, support and day-to-day configuration of Infrastructure equipment, systems, and services- within Information Technology (IT) across all of The Thinking Schools Academy Trust and its academies and partners, and to be the key component in bridging the gap between Service Delivery and Infrastructure teams.
- You will work with the constructively and proactively with other members of the Trust IT staff and third-party suppliers to ensure that ICT services are supported, assisting with planning, development, implementation, support and testing, and training of colleagues for equipment and services, as directed.

Duties and Responsibilities

Technical Support & Operations

- Provide advanced troubleshooting and fault resolution for IT and network issues using multiple data sources and diagnostic tools.
- Act as the primary escalation point from the regional IT teams to Infrastructure, ensuring timely resolution and knowledge sharing.
- Manage day-to-day operation of IT infrastructure — including servers, LAN/WLAN, and related services — under minimal supervision.
- Conduct preventative maintenance and perform administrative tasks to sustain optimal system performance.
- Perform onsite installations, relocations, and decommissions of infrastructure and IT equipment, including sensitive and bulky devices.
- Undertake repairs and maintenance of a wide range of IT devices, adhering to warranty and support contract procedures.

Service Management & Collaboration

- Lead infrastructure triage and customer engagement, prioritising workload in line with defined SLAs.
- Manage conflicting service needs, ensuring effective communication between Service Delivery and Infrastructure teams.
- Create, update, and close helpdesk tasks in line with agreed priorities, ensuring all relevant information is captured.
- Accurately record and maintain asset information for all infrastructure devices within the helpdesk system.



- Contribute to lifecycle management of infrastructure assets, including assessment, configuration, and disposal.

Documentation, Knowledge, and Improvement

- Develop and maintain high-quality technical documentation and training guides in line with Trust standards.
- Contribute to new or improved procedures and produce knowledge base articles to support staff development.
- Analyse system and service logs to identify emerging issues, threats, or performance patterns, and recommend corrective action.
- Assist in the planning, procurement, and delivery of technology projects and infrastructure investments.

Customer Service & Professional Conduct

- Provide excellent customer service to a diverse range of users including staff, students, governors, and external partners.
- Respond effectively to customer comments and complaints, resolving or escalating as appropriate.
- Communicate clearly and professionally, maintaining confidentiality and adhering to Trust policies at all times.
- Remain calm and solution-focused under pressure, adapting priorities to meet operational needs.
- Participate in the Infrastructure on-call rota for out-of-hours incidents and planned works.
- Support pre-planned events and respond to unforeseen ICT issues or upgrades that occur outside normal hours.

Generic Duties relevant to all members of Staff

Working with colleagues and other relevant professionals

- Create, maintain and develop positive and effective working relationships both with and between pupils, colleagues, parents and carers, governors, Trust members and other stakeholders
- Communicate effectively with other staff members, customer and service users
- Collaborate and work with colleagues and other relevant professionals within and beyond the Trust
- Develop effective professional relationships with colleagues

Professional development

- Help keep their own knowledge and understanding relevant and up-to-date by reflecting on their own practice, liaising with their line manager and identifying relevant professional development to improve personal effectiveness
- Take opportunities to build the appropriate skills, qualifications, and/or experience needed for the role, with support from the Trust
- Take part in the Trusts appraisal and performance management procedures



Personal and professional conduct

- Uphold public trust in the education profession and maintain high standards of ethics and behaviour, within and outside school
- Have proper and professional regard for the ethos, policies and practices of the Trust, and maintain high standards of attendance and punctuality
- Demonstrate positive attitudes, values and behaviours to develop and sustain effective relationships with the Trust community
- Respect individual differences and cultural diversity

Equal Opportunities

- To actively promote the Trust's Equal Opportunities Policy and observe the standard of conduct which prevents discrimination taking place, maintaining awareness of and commitment to Equal Opportunity Policies in relation to both employment and service delivery.

The Trust

- The ethos of our Trust is "Transforming Life Chances". All staff are expected to be committed to this aim in everything they do.
- It is expected that all staff work collaboratively as members of the Trust to share good practice, resources and ideas and realise the Trust's visions and aims. All staff should act with professional integrity at all times, following the "Code of Conduct".
- You will be based at TSAT Hub. However, you may be asked to work at any of the other Hubs within the Trust and you should expect to travel between sites as required.

Teaching and Learning

- This is our core business and therefore it is an absolute priority. You are expected to support all teaching staff, irrespective of seniority, to ensure they concentrate on the core business. This may mean undertaking tasks outside of your area of responsibility where required.

Customer Service

- At TSAT customer service is paramount to our way of work; All staff will be required to mirror our philosophy and take pride in offering a fantastic customer experience to all stakeholders modelled on our four Customer First Values - Trusted, Solution Focused, Approachable & Timely

ICT

- It is expected that all teaching and support staff follow the ICT Vision of the Trust.
- All staff will be expected to utilise ICT and to improve communication and reduce paper use. Security procedures must be followed when using ICT systems.
- All staff are expected to follow the procedures as laid out in the Trust's Acceptable Use Policy. Staff are also expected to ensure that they follow Trust policies with regard to professional conduct when using ICT systems or Trust ICT equipment.



Health and Safety

- Employees are required to work in compliance with the Academy's Health & Safety Policies and under the Health and Safety At Work Act 1974 (as amended), ensuring the safety of all parties they come into contact with, such as members of the public, in premises or sites controlled by the Trust.
- In order to ensure compliance, procedures should be observed at all times under the provision of safe systems of work through safe and health environments, including information, training and supervision necessary to accomplish those goals.

Safeguarding

- The Thinking Schools Academy Trust is committed to safeguarding and promoting the welfare of children and young people and all staff must ensure that the highest priority is given to following the guidance and regulations to safeguard children and young people. All staff are to have due regard for safeguarding and promoting the welfare of children and young people and to follow the child protection procedures adopted by the Thinking Schools Academy Trust. Any safeguarding or child protection issues **must** be acted upon immediately by informing the Designated Safeguarding Lead.

Data Protection

- The Thinking Schools Academy Trust takes the responsibility of protecting and securing the data of Pupils, Staff, Parents and all associated individuals very seriously. The Trust requires all staff to complete data protection training and to adhere to its Data protection policies and procedures. All staff must ensure that if they suspect a data breach they must inform the Trust Data Protection officer immediately.

This job description forms part of the contract of employment of the person appointed to the post. The duties, responsibilities and accountabilities highlighted in this job description are indicative and may vary over time at the discretion of the Trust. This job description will be reviewed annually and is an integral part of the Appraisal and line management process.

The duties and responsibilities in this job description are not restrictive and the post-holder may be required to undertake any other duties that may be required from time to time. Any such duties should not however substantially change the general character of the post.

I understand and agree to the job description of Infrastructure Engineer.

Name:

Signed:

Date:



Personal Specification

E = Essential / D = Desirable

Experience Knowledge

Experience of providing support/leadership in a customer facing environment (1+ years)	E
Can demonstrate success in team environments, showing shared responsibility and accountability with other team members	E
Experience of using Service Request (Helpdesk) Management systems (i.e. TopDesk, ServiceNow)	E
Experience of maintaining hardware, drivers, and configuration for current Microsoft Windows client operating systems	E
Experience of packaging, testing, and configuring current Microsoft applications	E
Experience of current Microsoft Windows server operating systems	E
Experience of Microsoft messaging & collaboration (i.e. MS Exchange, MS Lync/Skype for Business)	E
Experience of Microsoft database engines (i.e. MS SQL)	E
Experience of server roles and services (i.e. AD, DNS, DHCP, NAP, RADIUS, GPO, DFS, IIS)	E
Experience of Apple operating systems (i.e. IOS 10+, MacOS 10.10 +)	E
Experience of/familiarity with operating system scripting (i.e. PowerShell, VBS, BAT, BASH, Python)	E
Experience of HP and Cisco fixed network infrastructures (i.e. Switches)	E
Experience of managed wireless networks (i.e. HPE/Aruba, Cisco)	E
Experience of printer and other peripheral installation, maintenance, and troubleshooting.	E
Experience of classroom A/V and recording equipment (i.e. interactive projection, classroom video recording)	E
Experience of current Apple mobile operating systems	E
Experience of online platforms (i.e. Office365, Google Apps)	E
Experience of maintaining a range of end user devices in a customer facing environment	E



Experience of web-based content creation/management on CMS/VLE platforms (i.e. WordPress, Moodle)	E
Experience of Integrated Identification Systems (i.e. biometric print management, cashless catering)	E
Experience of liaising with third-party support providers (i.e. software, tools, servers, storage, gateways, firewalls)	E
Experience of configuring and maintaining cloud-based services and integrations (i.e. Office365)	D
Experience of designing and maintaining systems and services across multiple geographic locations	D
Experience of Aruba, Juniper, Cisco fixed network infrastructures (i.e. Firewalls, Routers)	D
Experience of Linux OS (i.e. Debian, Ubuntu, Mint)	D
Experience of maintaining a range of end user devices in a customer facing environment	D
Experience of analysing complex log, records, and performance data, formulating opinions to plan, act, and review	D
Skills/Abilities	
Ability to use knowledge of relevant legislation including Computer Misuse, Acceptable Use Policies, Data Protection and Child Protection to monitor the use of ICT systems and develop or improve existing processes.	E
Ability to create both technical and non-technical documentation using a range of software and tools, including, word-processing, spreadsheets, and presentation applications	E
Excellent prioritisation skills and an ability to make decisions quickly	E
Have strong people skills - being approachable, solution focused, a good listener and empathetic	E
Enjoys multi-tasking in a busy fast-changing environment	E
Positive about embracing challenge and change, open to experimenting and fresh ideas	E
Can demonstrate having and acquiring skills in technical repairs and an eagerness to learn about IT troubleshooting and client device support	E
A good standard of basic literacy and numeracy demonstrated through 5+ GCSEs at grade A*-C or equivalent, including English and Mathematics	E
The ability to communicate verbally and in writing in a courteous manner	E



The ability to work independently on own initiative, and co-operatively within a team environment	E
Ability to work with and assist, both remotely, and if required in person (through travelling), all academies and partners within The Thinking Schools Academy Trust.	E
Qualifications and Training	
NVQ level 3 or equivalent demonstratable experience	E
Degree educated (2.1 or higher) or equivalent	D
Aruba/Cisco Certification (ACMP/ACSP/CCNA/CCIE)	D
Microsoft Certification (MCSE, MCSA, or MCITP)	D
VMware Certification (VCA/VCP)	D
ITIL Service Delivery Certification	D
Attributes	
Ability to work under pressure to meet deadlines.	E
Excellent organisational and time management skills with the ability to use initiative and prioritise a wide-ranging workload with competing demands.	E
Excellent interpersonal skills – establishing relationships and maintaining contacts with people from a variety of backgrounds.	E
Ability to communicate effectively with patience and politeness with all contacts, from students to senior management, whether verbally or in writing.	E
Ability to work with and assist, both remotely, and if required in person (through travelling), all academies and partners within The Thinking Schools Academy Trust.	E
Self-motivated, proactive team player.	E
Full UK Driving License, with access to own transportation.	E
High level of accuracy and attention to detail.	E
A commitment to customer service.	E
A commitment to equality and diversity.	E