

Infrastructure and Change Engineer

Reach South Academy Trust

JOB DESCRIPTION

Post: Infrastructure and Change Engineer

Salary Grade: Grade E

Report to: IT Services Manager

Accountable to: Head of IT and Infrastructure

Position: Permanent, Full-time

Hours: 37.5 hours per week, all year round

Job Role

1. Support the delivery of the Strategic change roadmap through the planning, implementation, and post implementation care phases of strategic IT change within schools across the trust.
2. Support Operational and Tactical change delivery.
3. High-Performing Team Player.

Job Purpose

Under the direction of the IT Services Manager and the Head of IT and Infrastructure deliver an outstanding ICT provision across the trust, to ensure service excellence that supports all IT users to achieve outstanding learning and progress.

To work collaboratively within the IT Support Team to support and enhance the IT network and develop effective solutions, using appropriate software and hardware.

Support the strategic IT transformation and ongoing change programs under the direction of the IT Services Manager and Head of IT and Infrastructure

Responsibilities:

- Collaborate with the Change Coordinator to understand and review change plans, ensuring they are aligned with the IT strategy and meet the needs of our schools.
- Execute changes to IT systems, applications, and infrastructure across the multi academy trust, following the approved change plans and adhering to change management policies and procedures.
- Conduct thorough testing and validation of changes to ensure the functionality, performance, and security of IT systems across all schools.
- Monitor and track the progress of changes, promptly addressing any issues or roadblocks to minimize disruption and ensure successful change implementation.
- Provide post-change support to schools, troubleshooting issues, and resolving any technical problems that arise after the change deployment.
- Collaborate with cross-functional teams, such as IT technicians, and support staff, to ensure seamless integration of changes and provide technical guidance and support.
- Document and maintain accurate records of change implementation activities, including change requests, test results, and post-change support activities.
- Communicate change progress, status updates, and any potential risks or issues to the relevant stakeholders within the multi academy trust.

- Stay updated on emerging technologies, industry trends, and best practices related to change management and educational IT infrastructure.

High Performing Team Player

- Continuously improve own and team's performance through CPD, training, self-assessment and feedback, working collaboratively with each other and contributing good ideas and solutions.
- To support Reach South Academy Trust in the successful achievement of its vision, values, strategic aims and business plan while working collaboratively with RSAT stakeholders.
- To support the effective collaborative culture for working with schools within and beyond RSAT to enable good practices to be shared, whilst enabling each school to maintain its distinctive character, educational beliefs and ethos
- To comply with the requirements of Health and Safety legislation, policies and procedures
- To adhere to the Trust's safeguarding procedures and share the commitment to promoting the welfare of children and young people within RSAT.

General

- Contribute to the development of best practice within the service.
- Ensure a comprehensive understanding of the relevant safeguarding legislation, guidance and best practice.
- All employees have a responsibility and a legal obligation to ensure that information processed is kept accurate, confidential, secure and in line with the Data Protection Act (2018) and Security and Confidentiality Policies.
- It is the responsibility of all staff that they do not abuse their official position for personal gain, to seek advantage of further private business or other interests in the course of their official duties.
- This Job Profile does not provide an exhaustive list of duties and may be reviewed in conjunction with the post holder in light of service development.

Values, Behaviours, Curriculum Principles

- Performing your role in alignment with the Trust's values, behaviours and curriculum principles:

Values

- Inclusivity
- Promoting social mobility
- Serving local communities
- Believing in the potential of our young people
- Preparing tomorrow's adults to contribute to social, economic, environmental and cultural sustainable development Behaviours
- Encouraging professional freedoms within consistent boundaries
- Championing young people rather than institutions
- Collaborating rather than competing where it delivers positive impacts on learning
- Acting with the highest levels of integrity and engendering trust
- Continually developing the skills and capacities of our people and our organisation Curriculum

Principles

- Delivering high standards of education for all pupils
- Providing a broad, rich and experiential curriculum to develop rounded young people
- Providing pathways that are relevant to the needs of our young people and the wider community
- Basing our approach on verifiable research evidence where it exists
- Teaching young people how to be effective learners

Other clauses:

The above responsibilities are subject to the general duties and responsibilities contained in the statement of Conditions of Employment.

1. This job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so construed.
2. There may be occasions when it will be necessary to cover other roles within the Trust or to work with other colleagues when there are peaks and pressing issues.
3. This job description may be varied to meet the changing demands of the Trust at the reasonable discretion of the CEO.
4. This job description does not form part of the contract of employment. It describes the way the post holder is expected and required to perform and complete the particular duties as set out in the foregoing.

PERSON SPECIFICATION

	Essential	Desirable
Proven experience as an IT Change Engineer or with supporting change as part of a wider role, focusing on the implementation of changes and post-change support in complex IT environments, preferably in an educational setting.	x	
GCSE English & Maths grades A*-C	x	
Strong technical expertise in IT infrastructure, systems, and networking technologies, with an understanding of educational technology requirements.	x	
Experience with change management methodologies and tools.		x
Experience with Microsoft Windows 10/11/Server 2016+	x	
Experience with Microsoft 365	x	
Experience with Google Workspace	x	

Experience with Apple focused solutions	x	
Able to work independently	x	
Positive 'can-do' attitude	x	
Familiarity with ITIL frameworks and practices.		x
Excellent problem-solving and troubleshooting skills, with the ability to analyze and resolve technical issues effectively.	x	
Detail-oriented with a focus on accuracy and quality of work.	x	
Previous experience of Helpdesk and service management tools		x
Experience of work in an education setting, preferably schools		x



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