

Role Profile: 2nd Line IT Service Desk Site Engineer**Location: Huddersfield Grammar School****Reporting to: IT Service Desk Manager/Bursar****About the School – Huddersfield Grammar School**

Huddersfield Grammar School is a leading independent school providing high-quality education for pupils aged 3–16. We are committed to nurturing confident, articulate and well-rounded young people who are prepared for the challenges of an ever-changing world.

Our approach combines academic ambition with strong pastoral care, ensuring every pupil feels valued, supported and inspired to achieve their best. We pride ourselves on understanding each child as an individual and creating an environment where they can flourish both academically and personally.

Role Purpose

Provide 2nd line support services as part of a wider team of experienced engineers to assist with the school's progression. The post holder would be responsible for assisting, fixing and maintaining general service requests, incidents and problems and primarily based at one site in the Huddersfield area, 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).

Additional Responsibilities

- 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.

Safeguarding Responsibilities

- To comply with safeguarding policies, procedures and code of conduct
- To demonstrate a personal commitment to safeguarding and student/colleague wellbeing
- To ensure that any safeguarding concerns or incidents are reported appropriately in line with policy
- To engage in safeguarding training when required

What you will bring

Technical Skills

- 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)

Experience and Additional Skills:

- 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

Key Stakeholders you'll be working with

- Internal: All School Staff.
- Blenheim Schools: Colleagues across Blenheim schools.
- External: Key external relationships.

Governance:

- Blenheim Schools is the proprietor of Huddersfield Grammar School. As such, Blenheim Schools has the legal responsibility and accountability for ensuring that the school is compliant, demonstrating the highest standard of pupil safety, quality of education and effectiveness in all areas of school life.
- Blenheim Schools do not have governing bodies. However, they all have strong and established governance arrangements and Heads are line managed by a Chair of Governors.
- Support in leading a school which is entirely compliant and provides a safe learning environment for students and staff ensuring full compliance with legislation, regulations, safeguarding policies, procedures and code of conduct.
- Safeguarding and Health & Safety governance visits are held at each school to evaluate their quality for protection for our children. During these visits, the reviewer will speak with the Head, Designated Safeguarding Lead, Educational Visits Coordinator and other staff, as well as always talking to groups of children.

• To be signed and dated by employee:**• Signed:****• Name (print):****• Date:**