Organisation:	Luminate Education Group
Primary Organisation Supported *(only use this field for LEG service member of staff)*	ITSS
Core Job Role:	
Job Title:	IT Network Infrastructure Analyst
Reports to:	ITSS Service Delivery Support Manager / Head of ITSS Service Delivery (Matrix Management)
Grade	F
Date of compilation:	September 2022. Reviewed August 2024

CORE RESPONSIBILITIES:

1. Maintain and develop alongside the IT Network team a reliable and responsive Luminate Education Group IT network infrastructure including data centres in line with departmental service level standards.

2. Maintain and develop the IT technical support aspect of service continuity management and disaster recovery in support of the groups IT business continuity plans. Play a key role in the development and upgrade of key ICT systems across all Luminate Education Group properties.

3. Provide guidance, sharing knowledge and general support to roles in the team being a mentor to help and support in their development where required.

4. Operational management for the group Data Centres and communication rooms including physical and virtual server infrastructure, network printing, storage area networks (SAN), data security and backup technologies.

5. Operational management for the group server operating systems including Windows and Apple Macintosh.

6. Operational management for the group Wide Area Network (WAN) and Internet links ensuring network connectivity to all group locations.

7. Operational management for the group Local Area Network (LAN) including network switching hardware/routing and wireless networks.

8. Operational management for the group Windows Domain infrastructure across all Campuses.

9. Operational management for the group telephone and voice systems.

10. Availability and upgrade of corporate business applications.

11. Operational management for the Internet filtering systems ensuring appropriate control systems are in place safeguarding against access to inappropriate systems and websites.

12. Operational management for the network print management systems Papercut.

13. Operational management for Email filtering systems ensuring appropriate control systems are in place protecting the all staff and students from inappropriate email and viruses.

14. Operational management for the virus prevention systems ensuring Virus and Malware threats are removed.

15. Operational management for the update and patch management of desktop computers and network server infrastructure.

16. Alongside the IT Network team responsibility for the physical and logical security of the group IT network infrastructure.

17. Alongside the IT Network team develop, maintain and review disaster recovery (DR) plans supporting the business continuity plans (BCP).

18. To ensure accurate network and server documentation is available.

19. Ensure the procurement of IT network equipment, software and server infrastructure is in accordance with the College financial regulations and procedures.

20. Work with the ITSS management team on the operational management of IT related projects.

21. Work with the IT Network team to continuously review and evaluate the functionality of ICT systems to ensure they are meeting the current and future needs of the group.

22. Working and support knowledge of at least two of the following networking areas; Microsoft Exchange, Microsoft Servers including Active Directory, switches/routing, voice and telecommunication systems.

23. Management and support of the Virtual Private Network (VPN) Systems ensuring secure and remote access to all staff.

24. Management and support of the Network switching and routing providing IT connectivity to all IT systems across the Group.

25. Management and support of the Campus Firewalls, ensuring secure and controlled access for data transmitted across all sites.

26. Management and support of the Cloud wi-fi access points and Cloud wi-fi systems providing a robust wi-fi solution across the Group.

27. Work with the Group technology partners ensuring remote and cloud based systems are available and secure.

28. Support and mentoring of all Network Infrastructure Analysts in the team, including technical knowledge and skills sharing and taking on board the role of a mentor to

help and support in their development.

GENERAL LUMINATE EDUCATION GROUP RESPONSIBILITIES FOR ALL STAFF:

- Maintain and update knowledge of the subject/professional area and co-operate in any staff development activities required to effectively carry out the duties of the post.
- Comply with safeguarding procedures, including the promotion of the welfare of children and vulnerable adults.
- Comply with all relevant policies and procedures.
- Act with honesty and integrity to maintain high standards of ethics and professional standards.
- Use and promote restorative practice approaches.
- Comply with all legislative and regulatory requirements.
- Promote a positive image of the Luminate Education Group and member organisations.
- Any other duties commensurate with the level of the post, which may be required from time to time.
- Embody our Organisational Culture:

Few rules & clear boundaries
The ability to be creative, within areas of focus.

Ownership & performance
Using our robust business planning model to allow areas to have clear ownership over their vision and remit.

Energy & enjoyment
Fostering an environment that enables our people and learners to be brave, interact and have fun.

Creative & reflective
Always hungry to learn and looking ahead to see what is on the horizon.

Passion & ambition
Encouraging all to think aspirationally, inspiring others to do the same.

Collaborative & responsive
Proactively seeking opportunities to create synergies and positive outcomes for all.

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Department	ITSS

The specific qualifications, experience, skills and values that are required for the role are outlined below. You should demonstrate your ability to meet these requirements by providing clear and concise examples on the application form. Each criteria is marked with whether it an essential or desirable requirement and at which point in the recruitment process it will be assessed.

Methods of Assessment:

A = Application Form, I = Interview, T = Test or Assessment, P = Presentation,
C= Certificate, MT = Micro Teach

Qualifications and Attainments		
Essential (E) Desirable (D)	**Criteria**	**Method of assessment**
D	Q1. Relevant IT network qualifications for example CISCO qualifications.	A/I
D	Q2. IT Service Management (ITSM) qualification(s) for example ITIL Foundation Certificate or proven IT Network experience in an IT service support environment	A/I
Experience and Knowledge		
Essential (E) Desirable (D)	**Criteria**	**Method of assessment**
E	EK1. Experience of Virtual Server technologies for example VMWARE and/or Microsoft Hyper V including server configuration and performance management.	A/I
E	EK2. Management of an enterprise level Microsoft Active Directory.	A/I
E	EK3. Comprehensive IT Network Infrastructure (LAN and WAN) experience and knowledge.	A/I
E	EK4. Comprehensive Microsoft Windows Server management, experience and knowledge.	A/I

E	Criteria	Method of assessment
E	EK6. Experience of working in a team of staff towards a common goal.	A/I
E	EK7. Ability to prioritise and work with a team to ensure IT requests are resolved in line with service level standards.	A/I
E	EK8. Experience in the use of incident reporting, tracking, escalation and reporting.	A/I
E	EK9. Provision of and delivery of an exceptional customer focused IT service.	A/I
E	EK10. Comprehensive knowledge, support and understanding of software including Microsoft/Adobe/Google products.	A/I
E	EK11. Knowledge and understanding of Microsoft Office 365, Azure and Google Apps For Education (GAFE).	A/I
E	EK13. Internet filtering and firewall technologies and systems.	A/I
E	EK14. Virus control systems knowledge.	A/I
E	EK15. IT software, installation and patches.	A/I
E	EK16. Understanding of good customer service, the principles of good customer service care and how to apply the principles with all customers.	A/I
E	Ek17. Understanding of legislation which could have an impact on this role.	A/I
E	EK18. Experience of a selection of VPN, Campus Firewalls, Cloud Wi-Fi and 3rd party data centres management.	A/I
D	EK19. IT Service continuity and Disaster Recovery knowledge.	A/I
D	EK20. IT physical and logical IT security systems knowledge.	A/I
D	EK21. Education sector knowledge – Effective knowledge of the college and an appreciation of the wider educational issues.	A/I

Skills and Competencies		
Essential (E) Desirable (D)	**Criteria**	**Method of assessment**
E	SK1. Excellent motivation and team skills in an IT environment.	A/I

E	SK2. High level planning and organisational skills.	A/I
E	SK3. Well-developed planning and project management skills with an organised project planning approach to major IT projects and developments.	A/I
E	SK4. Effective communication and working with people.	A/I
E	SK5. Effective decision making, planning and prioritisation.	A/I
E	SK6. Flexible and adaptable to change.	A/I
E	SK7. Promotes inclusion and equality of opportunity.	A/I
E	SK8. Is prepared to take difficult decisions and to instigate change in a positive way.	A/I
E	SK9. Able to meet deadlines and work under pressure, be willing to implement major IT projects and manage challenges.	A/I
D	SK10. Demonstrates resilience and reliability in a variety of challenging situations.	A/I
D	SK11. Confident, professional who inspires others with their 'can-do' approach.	A/I
D	SK12. Excellent interpersonal and management skills with a record of success in an IT customer service environment.	A/I

Behavioural, Values and Ethos		
Essential (E) Desirable (D)	**Criteria**	**Method of assessment**
E	B1. Support and promotion of equality, diversity and inclusion	A/I
E	B2. Promotion of a safe environment for children, young people and vulnerable adults to learn in	I
E	B3. Commitment to the PREVENT agenda	I
E	B4. Commitment to professional standards	I
E	B5. Commitment to restorative practice approaches	I