Luminate
EDUCATION GROUP

Job Description

Group Member:	Luminate Group Services	
Job Title:	IT Network Technician	
Reports to:	Head of ITSS Service Support	
Job Grade	LEG D	**Department**	ITSS

ROLE SUMMARY:

Luminate Education Group has bespoke IT classrooms to meet student requirements for IT network and cyber security training. The role is to provide IT support for three 'off domain' bespoke IT rooms including Windows server management, desktop and mobile devices, network switch and firewall resources. The customer facing role is based on site 5 days a week with no remote or hybrid working.

SPECIFIC ROLE RESPONSIBILITIES:

1. Manage the IT system network and end user devices in the two 'off domain' IT rooms at University Centre and Quarry Hill.
2. Work with the ITSS team to update E-sports games software in the games room(s) at Quarry Hill Campus.
3. Ensure IT safeguarding, GDPR, software licensing and all legal compliance is in place.

CORE RESPONSIBILITIES:

1. Update and maintain IT systems to support smooth and efficient operations.
2. Monitor, optimise, and troubleshoot network performance, scalability, and reliability.
3. Administer and sustain antivirus solutions, ensuring protection against cyber threats where relevant.
4. Manage and verify backup and disaster recovery solutions to prevent system and data loss.
5. Ensure all backup strategies are in place and restoration is effective.
6. Ensure all software installed is licensed and legally compliant.
7. Provide excellent IT technical support to staff and students in line with department service level agreements.
8. Diagnose and resolve network-related issues, including connectivity problems and hardware failures.

9. Provide technical documentation and training to ensure adherence to best practices.
10. Log and document hardware-related incidents to facilitate efficient troubleshooting and knowledge-sharing in the FRESH Service Desk system.
11. Coordinate with the wider ITSS department, third-party vendors and service providers for hardware/software support and maintenance.
12. Generate reports from support logs to analyse request trends and improve IT service efficiency.
13. Maintain records of IT audits and security assessments.
14. Install, maintain, configure, and optimise the performance of server-related software including:
    o Active Directory (including third-party enhancements)
    o DNS, DHCP, and Group Policy Management
    o ESXi / VMware / Hyper-V for virtualisation where required
    o Network diagnostics and analysis
    o Endpoint security software

15. Source supplier quotes to ensure cost-effective procurement.
16. Ensure all systems, applications, and network infrastructure comply with GDPR, safeguarding, and regulatory requirements.
17. Ensure all Esports-related gaming software is updated for optimal performance.
18. Install and configure computer software.
19. Manage an inventory of software licenses and installations.

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 the Group's Values:

Kindness
Creating communities where people can be authentic and true to themselves with support, trust and guidance from those around them

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

Enjoyment
Fostering environments that enable staff and students to be brave, interact and have fun

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

Passion
Encouraging all to have aspiration and passion in everything they do.

Creative
Always hungry to learn and looking ahead so we can be responsive

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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**
E	Q1. Relevant IT network qualifications or proven experience in an IT service support environment	A / I / T
E	Q2. Q2. IT qualification(s) for example ITIL Foundation Certificate or proven IT Network experience in an IT service support environment	A / I / T

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 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	EK6. Comprehensive knowledge and understanding of desktop computer and mobile operating systems including but not limited to: and Windows 10, Windows 11. Expertise in Microsoft and Google products.	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 installation of 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
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 or D	SK1. Excellent motivation and team skills in an IT environment.	A/I
E or D	SK2. High level planning and organisational skills.	A/I
E or D	SK3. Well-developed planning and project management skills with an organised project planning approach to major IT projects and developments.	A/I
E or D	SK4. Effective communication and working with people.	A/I
E or D	SK5. Effective decision making, planning and prioritisation.	A/I
E or D	SK6. Flexible and adaptable to change.	A/I
E or D	SK7. Promotes inclusion and equality of opportunity.	A/I
E or D	SK8. Is prepared to take difficult decisions and to instigate change in a positive way.	A/I
E or D	SK9. Able to meet deadlines and work under pressure, be willing to implement major IT projects and manage challenges.	A/I
E or D	SK10. Demonstrates resilience and reliability in a variety of challenging situations.	A/I
E or D	SK11. Confident, professional who inspires others with their 'can-do' approach.	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