



## **BISHOP CHADWICK CATHOLIC EDUCATION TRUST**

### **JOB DESCRIPTION**

**POST TITLE:** Lead IT Engineer

**GRADE:** Band 6

**RESPONSIBLE TO:** IT Manager

#### **Overall Objectives of the Post:**

To manage the Trust's IT services through the delivery of internal projects, technical management of server/client/cloud systems and Problem Management. As part of the Change Control Team you will be tasked with identifying the root cause of all problems that are escalated from the IT Engineers in the Trust and design, test, document and implement the necessary changes and fixes.

#### **Key Tasks of the Post:**

##### ***1. You will achieve these objectives by:***

- Acting in a senior technical capacity providing operational technical advice, managing projects, and acting as the technical authority for all ICT Systems within the Trust.
- Acting as an escalation point for all problems within the Trust's IT systems, identify the root cause of problems and implementing fixes.
- Acting as the technical authority for all major systems changes, recommending best practices, researching, testing, documenting, implementing, monitoring and evaluating all major systems changes to ensure a smooth service transition.
- Acting in a hands-on capacity to ensure the smooth running, maintenance and development of ICT systems to support the group's wider objectives.
- Active membership of the Change Control team to deliver a technically capable, high quality, cost effective Change and Problem Management support service.

- Acting in a senior technical capacity to support, mentor and train other technical staff in performing their day to day duties.
- Travelling to sites to develop and train onsite engineers, oversee projects and manage equipment/software failures.
- Making sure that calls assigned to IT engineers adhere to the agreed SLA.
- Providing input into service design packages through the creation of technical implementation documentation.
- Proactively searching out potential technical issues, identifying possible risks and suggest solutions.
- Updating technical documentation as major changes are implemented.
- Line managing the Trust's IT Engineers and apprentices, carrying out annual performance reviews and advising the IT Manager of any training needs.
- Organising and monitoring the workloads of IT Engineers to meet department needs including the delegating of tasks appropriately.
- Liaising with external engineers to deliver projects and resolutions on time and with the agreed SLA.
- Ensuring that all administrative duties, checks, documentation, are completed accurately and submitted within required deadlines.

All employees have a responsibility to undertake training and development as required. They also have a responsibility to assist, where appropriate and necessary, with the training and development of fellow employees.

All employees have a responsibility of care for their own and others' health and safety.

The above list is not exhaustive and other duties may be attached to the post from time to time. Variation may also occur to the duties and responsibilities without changing the general character of the post.