IT Support Engineer

Salary Range: £39,336 - £44,878
Grade: Level 3 Zone 2

Location: On site in Camden School

Reports to: Colin Small - Senior IT Service Manager (Schools)

About the role

The role will be the face of the Schools' IT Support Service (SITSS) in Camden school providing information and IT support to staff with varying IT skills and abilities.

We live in an era of digital transformation, at a time in which technology touches everything we do.

The School It support service IT Engineer position encompasses 1st and 2nd line support functions within Camden schools. It is a vital cog in a wider team which are flexibly managed to ensure the demands of the service are met. This role is responsible for the investigation, diagnosis and effective resolution of more complex issues relating to hardware, software, and connectivity of the IT in the school you are based, usually issues that could not be resolved by the level 3 zone 1 IT engineer. They are also responsible for installing hardware and software and delivering or supporting a pipeline of project work which it is anticipated will be delivered using a combination of 1st and 2nd line resources, offering opportunities for development across the whole of SITSS.

This is a technical role, working as part of a team of 30 , providing support remotely and via visits to classrooms and offices as required. While self-service portals and AI-powered chatbots have a role to play, there remains room for the human touch, particularly where empathy is required, or complexity encountered.

The things you'll achieve

We're looking for an established IT professional, someone driven and self-motivated, able to work as a team or individually, with minimum supervision, committed to delivering consistent, high quality IT support at all times. You will be willing to work collaboratively with external suppliers, service users and colleagues in the wider DDS service, able to build relationships quickly, to understand user and service needs and use that understanding to provide a solution focussed approach, breaking down silos to resolve issues or collaborate innovative ways of working.

You will be able to demonstrate that you pro-actively take ownership and see things through, operating a flexible, 'can do' approach to service delivery and a learning mind-set, always seeking to improve yourself, the service, and the user experience.

Key Competencies & Attributes
- You will have excellent technical and analytical skills, with proven experience implementing techniques of incident and problem management to restore services quickly, including applying any known workarounds.
- You will possess excellent inter-personal skills, able to communicate effectively at all levels with technical and non-technical people, using different channels and approaches.
- You will be a team player, eager to listen and learn but also ability to confidently share knowledge and experiences with your colleagues in 'how to'.

About you

- You will have 1-3 years practical experience of working in a technical support role in a busy, often pressurised, and complex environment, supporting a diverse range of users including executive and VIP level.
- You will have strong knowledge and support experience in use of IT Service Management (ITSM) tools and be proficient in their use to manage incident and request fulfilment processes, including the ability to report and manipulate data for reporting and root cause analysis.
- Experience using JIRA or Halo Service Management would be an advantage.
- Experience support Google Workspace would be an advantage
- Experience Of supporting Staff and Students in a school would be an advantage
- You will be proficient in supporting a Windows 10 & MS Office 365 environment as well as
  - SharePoint
  - Active Directory Administration / Group Policy Management
  - Use of deployment automation tools, particularly SCCM, Microsoft Intune
  - PowerShell scripting experience would be useful
  - Remote connection tools
  - Client VPN setup and troubleshooting include 2FA, Bit locker, MDM experience
  - Networking knowledge including DNS/DHCP/Wireless/Printers/Scanners/AV/VC Kit
- You will be familiar with security threats and vulnerabilities that impact and/or emanate from system hardware, software and other infrastructure components, and relevant strategies, controls, and activities to prevent, mitigate, detect, and resolve security incidents affecting system hardware, software, and other infrastructure components.

Other important stuff...

People management

Successful candidate will not manage any staff but will be required to manage support calls/tickets allocating these and other tasks to colleagues.

Work environment

This is a full time on site role based in one of Camden schools

Who you will be working with

You will report directly to the Senior IT Service Manager (Schools). You will work alongside other School technicians on site in school and as an IT engineer will be expected to support your colleagues to achieve a successful outcome for the school. This role will require building relationships with the Senior staff in both the school you are based in and the wider SITSS team.

The application process

Anonymised Application – *in keeping with Camden's commitment to inclusion the recruitment to this role is anonymised and supports*

Who we are

Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

Asking for Adjustments

Camden is committed to making our recruitment practices as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk