

JOB DESCRIPTION

POST TITLE:	Infrastructure & Desktop Support Engineer
RESPONSIBLE TO:	Senior IT Systems & Infrastructure Manager
RESPONSIBLE FOR:	Delivery of Technical Services
HOURS:	37.5 (9am to 5pm Monday to Friday)
TERM OF POST:	Permanent
PROBATIONARY PERIOD:	3 months

Caudwell Children is a national charity which works to transform the lives of disabled children and their families, enabling them to challenge the barriers they face throughout childhood by providing practical and emotional support.

The Charity is entering an exciting period of growth with a major capital project following the move into a £15 million purpose-built therapy and research centre and the launch of our Caudwell Children's Autism Service within the grounds of Keele University.

It provides a state-of-the-art base for the Charity's therapies and an environment where ground-breaking research can be undertaken, potentially changing the way some disabilities are treated, affecting millions of people around the world. This is a fantastic and exciting opportunity to join a dynamic and fast moving Charity at a time when it will attract national and international attention.

Due to this growth, the Charity is now looking to recruit a dedicated Infrastructure & Desktop Support Engineer to join the existing IT function. This is a fantastic opportunity to work in a key role for a dynamic, fast moving Charity.

PURPOSE OF THE POST

The successful candidate will ensure prompt delivery of technical services to all departments. You will be providing a mixture of preventative support as well as integration activity around Windows Server environment, Networking and more, as well as providing desktop and phone support to all Caudwell Children staff.

You will tackle challenging, unique situations every day and work with other functions and employees within Caudwell Children. You will be looked upon as a subject matter expert and advocate on making reliable technical decisions around supporting users.

The successful candidate will be pro-active and have strong analytical & troubleshooting skills, experience in Windows Server platforms as well as solid communication skills and a desire to tackle the complex problems of scale which are unique.

DUTIES AND RESPONSIBILITIES

- Maintain and monitor all network, wireless, security and computer systems to meet the organization's current and future requirements.
- Monitor systems and identify performance issues proactively.
- Work within strict time frames and elevate incidents within defined timeframes.
- Test all changes to networks, hardware, software, and hosted applications.
- Cater to doing infrastructure coordination related to design and setup activities at different stages of a project.
- Work with various vendors and service providers to ensure productive environment.
- Maintain the necessary project plans and documentation of all system builds and modifications.
- Interact and coordinate with vendors, suppliers, distributors and contract consultants.
- Maintain a good working knowledge of current infrastructure and future trends.

COMPETENCIES AND EXPERIENCE

- Networking experience is essential.
- Microsoft MCSE is desirable.
- Solid technical background in a WINTEL environment including infrastructure networks, hardware, software and telecommunications.
- Knowledge of Microsoft Active Directory, DNS, DHCP and Office 365.
- Ability to identify incident trends in order to elevate incidents in accordance with standard protocols.
- Able to gather relevant information systematically to troubleshoot and resolve issues.
- Ability to work in a team environment.
- Good communication skills.
- Able to work in fast paced environments.
- Able to meet tight deadlines and work under pressure.
- Good analytical, problem solving and decision making skills.
- Good attention to detail, testing and documentation.
- Virtualization experience using Hyper-V.
- Ability to maintain good working relationships with third party service providers and vendors.
- Experience of working in the Charity/Third Sector would be advantageous.
- Experience of working in CQC/ISO regulated organisations would also be advantageous.
- Occasional UK travel may be required.
- Some flexibility to meet the needs of the business may be required.

This job description indicates only the main duties and responsibilities of the post and is not intended to be an exhaustive list.

DISCLOSURE AND BARRING SERVICE CHECKS

The Charity is committed to safeguarding children and young people and therefore adopts a safer recruitment approach through a robust recruitment and selection process. All posts within the Charity are subject to DBS checks, in line with the Rehabilitation of Offenders Act (1974). Dependent on the role, one of the following DBS checks will be carried out:

- Standard disclosure
- Enhanced disclosure
- Enhanced disclosures with children's and/or adults' barred list check(s):

This role is not exempt under the Rehabilitation of Offenders Act and is therefore eligible for a standard DBS check.