**IT System Cloud Engineer**

**£32,767 to £37,885**

**Full Time/Permanent**

37.5 hours per week, normally worked Monday – Saturday on rota basis operating between the hours of 8:00am and 9.00pm.

*Nescot is recognised as the ‘****Employer of the year’*** *at the Surrey Business Awards 2024 and offers a wide range of benefits and wellbeing activities to staff.*

Nescot seek to appoint an enthusiastic and reliable IT Systems Engineer to help us support and maintain the college’s infrastructure and cloud environments. The post will focus heavily on the management and continuous maintenance of the colleges every growing cloud infrastructure.

**What we are looking for:**

* Detailed knowledge of Windows server environments, Microsoft Domain Services, Microsoft Cloud Infrastructure (Most notably Microsoft 365 Application including SharePoint, Teams, Entra, InTune, as core systems), On Prem switching and routing and implementing best practices.
* Strong background in administering the Microsoft365/Entra Apple, Adobe and Google online platforms
* ‘Can Do’ attitude and an approachable manner to advise on and promote services for the support of teaching and learning, ensuring that these are always implemented with security in mind.
* Educated to degree/graduate level or equivalent
* Microsoft qualifications would be advantageous
* Previous experience with Microsoft cloud environment is essential, as well as working in a customer facing support department

**Duties/responsibilities:**

* Installation, configuration, maintenance and repair of the server environment
* Management of some aspects to the switching and on prem server solutions, Integration with third party systems/software and general IT Support.
* Support and maintain the college in house application and software infrastructure environments, with a particular focus on cloud technologies.
* Support, update and maintain appropriate system documentation.
* Support external partners with several technical projects including installation, configuration, maintenance and repair of the server environment, management of the Microsoft 365/Entra and Google Workspace Suite establishment, Integration with third party systems/software and general IT Support.
* Advise on and promote services for the support of teaching and learning, ensuring security is in mind.
* Help with the provision of day-to-day hardware/software support and network support in respect of the College ICT facilities and server environment
* work closely with the Senior IT Admin and the third line team to ensure the best possible IT experience for all stakeholders in the college.
* Provide 3rd Line IT support for the college.

**Benefits:**

* A discounted on-site gym, sports hall, fitness class, Starbucks, osteopathy and day nursery
* 5-minute walk from Ewell East Station
* Blue Light Discount
* Free online qualifications
* Free parking on-site
* Eye care voucher

Nescot is graded ‘Good’ by Ofsted following its latest inspection in January 2023. Inspectors rated the College as Good in all 8 aspects. The report recognises that students “enjoy their courses and are motivated to succeed”, and benefit from “highly supportive relationships” with staff. Safeguarding arrangements are “effective” with regular training for staff, and leaders have in place “an effective policy for safer recruitment.”

At Nescot, we’re proud of our inclusive culture and we welcome all applications.

*This role is employed through Nescot Enterprises Ltd, a wholly owned subsidiary of Nescot which operates different terms and conditions.*

**Closing date is Sunday 27th July 2025**

**Interviews will be held as and when candidates apply**



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**Job Description**

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| **Position Details:** | |
| **Title:** | IT System Cloud Engineer (Infrastructure) |
| **Department:** | IT Services |
| **Fraction:** | 1FTE |
| **Status:** | Permanent |
| **Grade:** | SO, 38-45 |
| **Child/Vulnerable Adult Contact:** | YES |

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| **Reporting / Department Details:** | |
| **Responsible to:** | Infrastructure Technical Manager |

**Functional links with:** IT and College staff

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| **Job Purpose:** |
| The primary job responsibilities of the IT Systems Engineer (Infrastructure) are to provide excellent customer services working within the IT department to develop and support IT systems infrastructure. As the post holder, you will provide technical assistance with the onsite and cloud IT systems and resolve operational problems. You will assist in the administration of onsite and cloud services including both the server and switching environments and escalate to or liaise with external 3rd party partners as needed. As such, customer service is imperative to the role. You will be completing tasks assigned by the Network Manager to maintain and improve the network infrastructure for the benefit of the college stakeholders. You will also ensure the configuration and security of the all-infrastructure systems are working correctly and that they are up to date. |

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| **Main Duties and Tasks:** |
| * Provide excellent customer services always placing customers at the heart of everything * Provide internal support, maintenance and management for the college SharePoint intranet * Manage and ensure the effectiveness of the switching environment inclusive of firewall related tasks and updates. * Strong working knowledge of Microsoft Server 22 environments, VMWare, Active Directory, Domain Services, Power BI, Power Automate, SQL, PowerShell, Office 365, Backup technologies, Enterprise AV technologies, SCCM, Patch Management. * Help ensure optimal operation of servers, on both physical and virtual levels. * Support the Nescot virtualised infrastructure with specific knowledge of VMware, SANs, clustered storage. * Work closely with all internal and external IT teams to ensure the best end user experience. * Ensure the server environment is patched and secure in line with the Nescot patching and security policies. * Support the management of the College’s database systems. * Manage the functioning and deployment of applications. * Provide 3rd-line support to colleagues where appropriate – 1st and 2nd where necessary. * Ensure IT systems’ continuity * Support the Access Control, VoIP and CCTV systems. * Support the College’s day-to-day operational IT, AV and telecommunication needs if required. * Ensure that IT security is always robust and learners are safeguarded when using IT at the College. * Ensure documentation of all relevant services is available and up-to-date. * Help support all other area of the IT estate as and when required. * Participate fully in local Appraisal and Continuing Personal Development policies subject to review by the Director of IT and Transformation. |

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| **Personal Development:** | |
| * Participates in, and co-operates with, own Performance Review Interview to ensure that job-related targets are met and on going staff development in line with Nescot’s aims. * To carry out Continuing Professional Development (CPD) relevant to the role, including subject or professional updates. * Staff at Nescot are required to complete mandatory online training modules to ensure the highest standards of education and safety. This training covers (but not limited to) child protection, health and safety, first aid, fire safety, safeguarding, and data protection. Additionally, staff may be required to undertake training specific to their role. This ongoing professional development is essential for maintaining a positive and supportive environment. | |
| **Equality and Diversity and Nescot Values:** | |
| * It is the responsibility of the post holder to promote equality and diversity, Nescot Enterprise values and recognition of diversity throughout Nescot Enterprises. * To follow and adhere to Nescot’s Equality and Diversity policy at all times. * The post holder will undertake their duties in full accordance with Nescot Enterprises’ policies and procedures relating to equality and diversity and Nescot Enterprise values. |

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| **Safeguarding and PREVENT Responsibilities:** |
| * It is the responsibility of the post holder to commit to safeguarding and promoting the welfare of students within Nescot Enterprises. * The post holder will undertake their duties in full accordance with Nescot Enterprises’ policies and procedures relating to safeguarding, PREVENT and promoting the welfare of students. |

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| **Additional Duties:** |
| * To undertake such additional duties as may be reasonably required commensurate with the level of responsibility within Nescot Enterprises at the initial place of work or any other of the College Group sites within the area. |

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| **Health and Safety:** |
| * Under the Health & Safety at Work Act 1974, whilst at work, you must take reasonable care for your own health and safety and that of any other person who may be affected by your acts or omissions.  In addition, you must co-operate with the College on health and safety and not interfere with, or misuse, anything provided for your health, safety or welfare. * The Health and Safety Policy is available through Sharepoint, your line manager or via Onboarding .  |  | | --- | | **Terms and Conditions of Nescot Enterprises Ltd:** | | * Please note that this is a post under Nescot Enterprises which has different terms and conditions to that of the College | |

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| **Annual Leave and Hours of Work:** |
| * Full time hours of work are 37.5 hours per week, normally worked Monday –Saturday on rota basis operating between the hours of 08:00 and 21:00. The exact working pattern will vary depending on the college operation requirements which will be agreed with the Director of IT and Transformation. * For full time staff annual leave is 25 days plus Bank Holidays plus 5 efficiency days taken at Christmas when the College is closed for 2 weeks. Part time staff’s annual leave will be pro rata. Please note that it is expected that post holders will take their annual leave at times convenient to the department and its students, which will normally therefore be at times when students are not in College.  |  | | --- | | **Pension** | | You have the right to join the NEST scheme and you will be automatically enrolled into the NEST Government Workplace Pension Scheme should you meet the required criteria of an eligible job holder. You may elect to opt out if you wish. |   This job description is current as dated. In consultation with the post holder it is liable to variation by the College to reflect actual, contemplated or proposed changes in or to the job.  UPDATED BY: Director of IT and Transformation            Date:  02 July 2025  UPDATED BY: HR Date: 03 July 2025 |
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****PLEASE CONTINUE FOR PERSON SPECIFICATION

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| **Person Specification –** | | | | |
|  | **Essential** | **How Identified\*** | **Desirable** | **How Identified\*** |
| **Experience** | A minimum of 3 years’ experience in IT support, specifically in Microsoft Entra Intune, Defender, Power Automate and Cisco Meraki infrastructure    Experience of maintaining service and switching infrastructure whilst implementing best practices and keeping up to date with current technologies.    Experience of implementing small to medium scale IT projects.    Experience of using VMWare, Active Directory, Domain Services, SQL, Powershell, Office 365, Backup technologies, Enterprise AV technologies, SCCM, Patch Management | A/I/T  A/I/T  A/I  A/I/T | Experience of training technical staff in the use of new systems and applications.  Working in an Educational Environment. | A/I  A |
| **Skills and Abilities** | PC / Laptop Imaging / Set Up / Installation / Deployment    Network Printer Installation / Set Up    Microsoft Domain Services    Broadcom VSphere    Server installation / Set Up    Server Application Installation / Set Up    VoIP (MS Teams)    Microsoft SharePoint    Able to respond to enquiries in a polite and courteous manner    Able to work effectively as part of a team    Able to organise workload to meet deadlines    Ability to use own initiative and work independently | A/I/T  A/I/T  A/I/T  A/I/T  A/I  A/I  A/I  A/I  I  I  I  I  I | Experience of setting, monitoring and achieving personal, team and organisational standards and targets.  Microsoft System Centre Configuration Manager. | A/I  A |

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| **Qualifications** | Degree and/or professional experience to graduate level.    Level 3 IT / Computing Qualification  A minimum of a level 2 qualification (GCSE or equivalent) in literacy, numeracy and IT | | | A/I  A/I  A/I | Microsoft Certified IT Professional  CCNA Cisco Certified Network Associate | | A/I  A/I |
| **Personal Qualities** | Actively seeks responsibility and opportunity to learn new skills    Displays commitment and dedication to the job, learners and college direction    Fully displays a commitment and passion to move the E-learning Strategy forward within role    Has awareness of equality and diversity and NEL Values which is promoted within your role    Commitment to continuing professional development    Commitment to safeguarding, PREVENT and promoting the welfare of learners    The required health and physical capacityto carry out the relevant administrative activities, after NEL has made such adjustments as may be required under the disability provisions of the Equality Act 2010    Commitment to energy management and sustainability | | | I  A/I  A/I  I  I  I  M  A/I |  | |  |
| **KEY** | | | | | | | |
| **A** = Application Form | | **I** = Interview | **O** = Observed Teaching Session | | **T** = Test | **M** = Medical Questionnaire | |

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