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**IT Infrastructure Technical Manager**

**£46,887 to £** **50,253**

**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.*

**What we are looking for:**

* A forward-thinker, capable of anticipating future needs and challenges, and developing strategies to address them.
* The successful candidate will need to possess strong leadership and management abilities
* Must excel in customer service skills, resolve IT-related issues promptly and effectively, and ensure a positive user experience across the college community.
* Strong understanding of security best practices in all aspects of information security, with attention to detail and a commitment to thorough documentation.
* Experience with IaaS/PaaS/SaaS hosting (preferably Azure), including the consolidation and modernisation of legacy systems to fit cloud environments. Relevant certifications in support and architecture.
* Robust networking background, with experience in managing multiple sites from firewalls to edge switches (Cisco Meraki), and familiarity with SD-WAN, IPv6, VPN, BGP, and Zero Trust/Zero Trust Network Access (ZT/ZTNA).
* Experience with on-premise solutions, e.g. VMware.
* Proficiency in managing enterprise storage solutions across on-prem and cloud environments.
* Ability to work effectively as a team player, sharing knowledge with both junior and senior staff members.
* Knowledge of cloud networking.
* Familiarity with automation or containerisation technologies, particularly power-shell scripting.
* Experience with Intune/Jamf MDM at an enterprise level.
* Good working knowledge of service desk and change management processes, including authorisation and risk categorisation.
* Ability to create reports using PowerBI.
* Skilled in Artificial Intelligence (AI) tooling and integrations
* Familiar with the Cyber Essentials Plus process.

**Duties/responsibilities:**

* Responsible for leading a team of IT professionals, providing guidance and support to ensure that all projects are completed on time and to the highest standards
* Support existing internal systems and services while simultaneously leading the development and implementation of new infrastructure projects, solutions, and platforms across both on-premises and cloud environments
* Proactively identify areas for improvement and implement innovative solutions to meet the dynamic needs of our institution
* Work closely with other departments to ensure that the IT infrastructure aligns with the college’s goals and objectives and support the delivery of high-quality education and services.
* Responsible for managing budgets, negotiating with vendors, and ensuring that all IT policies and procedures are followed.
* Serve as a point of escalation, using calm and methodical thought processes to resolve issues

**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 28th September**

**Interviews will be held from 1st October**



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**Job Description**

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| **Position Details:** | |
| **Title:** | IT Infrastructure Technical Manager |
| **Department:** | IT Services |
| **Fraction:** | 1FTE |
| **Status:** | Permanent |
| **Grade:** | PO4: 58-62 |
| **Child/Vulnerable Adult Contact:** | YES |

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| **Reporting / Department Details:** | |
| **Responsible to:** | Director of IT and Transformation |

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

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| **Job Purpose:** |
| The post will focus heavily on the management and continuous maintenance of 40+ server’s infrastructure, including physical and virtual from a software and hardware perspective as well as the network infrastructure of the college. As such, customer service is imperative to the role. It will also be concerned in adapting to the needs of the curriculum and business sides of the College. This is a very technical hands-on role which will involve supporting existing internal systems and services, as well as leading new infrastructure projects, solutions, and platforms across both on-premises and cloud environments. |

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| **Main Duties and Tasks:** |
| * *Infrastructure Management:* Reporting to the Director of IT and Transformation, you will lead the implementation and support across the entire college campus site and cloud services. * *Technical Expertise:* You will leverage your comprehensive infrastructure experience to manage a variety of solutions across multi-technological tasks. * To have overall responsibility for all IT infrastructure related systems from implementation through to maintenance and decommissioning. * Manage and ensure the effectiveness of all IT network related systems.  This includes the server and network infrastructure as well as peripherals IT systems used by the college. * Manage and ensure optimal operation of servers, on both physical and virtual levels. * To ensure high level of availability for all IT & Infrastructure systems. * Manage the Nescot virtualised infrastructure with specific knowledge of VMware, SANs, clustered storage. * Manage and ensure effective program distribution and installation by use of ‘System Center’ servers. * Work closely with all IT team to ensure best end user experience and customer services. * To ensure all infrastructure system documentations stay relevant and up to date. * Ensure all IT infrastructure systems are continuously patched and secure in line with the Nescot patching and security policies for both hardware and software. * 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 lines where necessary. * Ensure IT infrastructure systems’ continuity to provide outstanding customer services. * Support the College’s day-to-day operational IT, AV and telecommunication needs. * Ensure that IT security is always robust and learners are safeguarded when using IT at the College. * Work with the Director of IT and Transformation to deliver a rolling infrastructure equipment renewal, maintenance, and replacement programme. * Establish criteria for prioritising workload in the context of the IT Department’s Strategy. * Ensure documentation of all relevant services and operation procedures are available and up to date. * 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. * Carries out the Annual Performance Review Interview for those staff who report to the post, to ensure their continuing staff development * 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 . * To take responsibility for the management of health and safety within the areas managed in accordance with NEL Health and Safety Policy and the Management of Health and Safety at Work Regulations 1999 (or any superseding legislation). To work proactively with the College Health and Safety Officer to ensure a safe working environment for students and staff. Managers have a responsibility to ensure that industry/faculty specific health and safety advancements and procedures and implemented and adhered to by all users. .  |  | | --- | | **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.  Line Management | A  A/I  A/I |
| **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  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 | 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 capacity to 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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