

SENIOR IT SUPPORT ENGINEER

**David Game College**

**Location:** Aldgate, London EC3

**Salary:** Circa £48,000

**Hours:** Full Time

**Contract Type:** Permanent

# The College

Established in 1974, David Game College is an inspected boarding/day school, QAA reviewed and OfS registered independent FE/HE College with a reputation for quality and academic excellence. With an expanding course portfolio and growing student body we now require an enthusiastic, hard-working and experienced Senior IT Support Engineer to join the College IT team.

You will support the IT Manager in ensuring the highest professional service standards are provided in the College in relation to all aspects IT support to both students and staff and across all of its further and higher education provision.

# The Job

We operate a multi-VLAN network and use pfSense as a firewall. The main college network is linked to our next-door Boarding House over a wireless bridge. Experience with pfSense or OpnSense is essential. We need someone with solid networking knowledge at all layers, able to configure the firewall, switches, test/terminate ethernet circuits and troubleshoot connectivity issues.

Hands-on experience of VPN technologies – in particular OpenVPN - and sound understanding of networking security (such as public key authentication) are essential. We use VPN tunnels for site-to-site connections, behind reverse proxies and for road warriors. Experience with Wireguard is desirable.

We use IIS applications with a Microsoft SQL Server backend running on Windows servers. These systems need the ability to manage MSSQL server databases, using SSMS to create scheduled and ad-hoc backups and restores, implement IIS (.NET) code upgrades and migrations. A basic grasp of the SQL language is essential.

The College runs various Linux servers (mainly Debian, and occasionally RHEL clone distributions) as on-premises (KVM) virtual machines on small Linux DRBD clusters and in the public cloud. We are looking for demonstrable Linux server system administration skills to deploy VMs, configure, monitor, upgrade and migrate services. Knowledge of Apache and NGINX for web app hosting (PHP with MySQL/MariaDB) and reverse proxying is essential.

We operate a Shibboleth IdP server to manage single sign on for our Higher Education community. Familiarity with LDAP, Shibboleth and basic understanding of Apache Tomcat running in a Java environment is a plus.

Experience of setting up SMTP smart hosts (e.g. Postfix) is desirable.

Experience of Moodle deployment, migrations and upgrades is desirable: candidates familiar with managing PHP applications on Apache and NGINX should be able to adapt their knowledge.

We have around 150 IP CCTV cameras with multiple NVRs and may occasionally need to add or replace some of them. Exposure to IP CCTV systems would be an advantage.

The College has on-premises Windows Active Directory domain controllers running on bare metal servers synchronised with hybrid Azure AD tenancies.

Desktop clients typically run Windows. In addition, we use Apple computers for art and design teaching. All classrooms and lecture halls are fitted with AV projection. The role includes Windows and Mac OS client desktop rollouts, upgrades and end-user support, as well as user account management.

* Deploy, configure, secure, monitor and migrate Linux servers and services
* Configure, support and monitor the network
* Support Windows servers, including MSSQL, IIS and AD services
* Support the Microsoft Office suite, Microsoft Teams and Office 365 platform
* Support for Google Classroom and Adobe Creative Suite
* AD SAML SSO integration and deployment
* Install and configure Windows and Mac computer systems, network equipment, printers and scanners
* Diagnose hardware/software faults and solve technical problems either on the phone, using remote support software or face to face
* Ensure security updates are applied.
* Monitor and maintain computer systems and networks
* Set up new users’ accounts and profiles, ensuring that they know how to log in and deal with password issues, inducting new staff and student users, as part of the on-boarding process
* Maintain records of software licenses
* Manage stocks of equipment, consumables and other supplies
* Identify internal training requirements
* Troubleshoot email delivery issues and work with service providers
* Plan and undertake scheduled maintenance upgrades
* Account administration for students and staff on all platforms
* Solving access problems
* Support students and staff with their own devices on site
* Maintain and troubleshoot classroom Audio Visual equipment
* Basic repairs and replacing parts on PCs and laptops: for example, power supplies/ batteries, fans, hard drives, RAM, etc.
* Obtaining replacement or specialist components, fixtures or fittings
* Deal with specialist consultants and developers as needed
* Any other ad hoc duties the role may reasonably require

# Person Specification

We are looking for a technically minded candidate with 5+ years of experience in 2nd/3rd line IT and network support and systems administration, who has ideally attained a HE qualification in Computer Science or a technical field such as Engineering or Physics, or relevant industry experience, and has good verbal and written communication skills.

Required Skills and Experience of:

* Linux system administration preferably on Debian/Ubuntu: installing, securing, configuring and troubleshooting servers and services. Basic scripting skills (e.g. Bash) are expected.
* Configuring, securing, monitoring and supporting the network, dealing with connectivity issues.
* Computer hardware and software; PCs, laptops, servers, printers, scanners, mobile devices, networking equipment, Wi-Fi, structured cabling, projection and AV equipment, IP telephony, Windows and MacOS
* MySQL/MariaDB/MSSQL database maintenance: creating, dumping and restoring databases, using SQL to query and update data
* MS Office including Office 365
* AD Administration on Windows Server in a hybrid Azure environment
* PowerShell scripting for AD, O365 and Exchange Online administration
* Awareness of IT security standards and practice
* Single Sign on (SSO) e.g. SAML integration on Azure AD/Entra

Desirable Skills and Experience of:

* Managing mobile device management (MDM) for devices such as iPads
* Moodle platform upgrades, support and PHP tweaking
* Raspberry PI devices
* SMTP relay smart hosts
* Python scripting
* Web proxies such as Squid.
* Familiarity with SIP would be an advantage.
* Basic web skills (CSS) and graphics manipulation is an advantage.
* IP CCTV systems
* Server firmware and BIOS upgrades
* LDAP and Shibboleth authentication services, with Apache Tomcat running on Java

The candidate will demonstrate good communication skills and be able to interact with both technical and non-technical users.

* Dedicated to the delivery of excellent customer service, the role holder will have a flexible approach to work and the ability to problem solve
* Work well under pressure with a logical approach to tasks
* Close attention to detail with an ability to see the bigger picture
* Excellent interpersonal skills and the ability to work in a team environment
* A proactive approach and the ability to be self-managing and innovative
* Excellent listening and questioning skills, combined with the ability to interact confidently with internal clients to establish what the problem is and explain the solution
* Good time management skills

Flexibility with out of hours work is essential. The ideal candidate will have experience gained within a similar position and be self-motivated with a friendly and helpful personality and have good verbal and communication skills. Responsible to the IT Manager, working hours are normally Monday to Friday 8.30am to 5.30pm with occasional evening or Saturday shifts to conduct student inductions.

Note: This post is subject to an Enhanced Disclosure Application to the Disclosure and Barring Service.

For further job and college information please see: <https://www.dghe.ac.uk/college/staff-vacancies>

# Application Process

Applications should be made via email to jobs@dghe.ac.uk

Applications must include a covering letter of no more than one page and a full CV, and will be reviewed on receipt. It is possible that an appointment will be made prior to the closing date of this job advert so you are encouraged to submit an application at the earliest opportunity.

Applications are welcome from all sections of the community and will be judged on merit alone. Candidates must be able to demonstrate their eligibility to work in the UK in accordance with the Immigration, Asylum and Nationality Act 2006, although we may also be able to provide ‘Skilled Worker’ (in-country) Sponsorship for this role.