

# Job Description and Person Specification



## IT Ops & Infrastructure Team Lead

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|--------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Salary:</b>     | <b>£37,769 - £39,897 pa inclusive</b>                                                                                                           |
| <b>Hours:</b>      | <b>36 hours per week</b>                                                                                                                        |
| <b>Leave:</b>      | <b>27 days per annum plus public holidays plus up to 3 days Christmas efficiency closure</b>                                                    |
| <b>Reports to:</b> | <b>Head of IT Services</b>                                                                                                                      |
| <b>Location:</b>   | <b>This post will be based at the Main campus, Isleworth. However, you may be required to undertake some work at The Skills Centre, Feltham</b> |

### The purpose of the post is:

- To be responsible for the operational delivery, administration, and support of the college's IT systems and services, ensuring stability, security, and high service standards.
- To operate under the strategic direction, governance, and oversight of the Head of IT, who retains ownership of IT strategy, architecture, budgets, and senior stakeholder engagement.
- To administer and maintain the college's systems and infrastructure, including Windows Server, virtualisation, network, and security operations.
- To provide 3rd line technical escalation support in close collaboration with the Service Desk Manager, ensuring recurring issues are resolved through permanent fixes and system improvements.

### The main duties and responsibilities are to:

#### Strategic & Operational Delivery (under Head of IT Services Direction)

1. Manage the day-to-day operation of the college's IT systems and networks in line with the IT strategy defined by the Head of IT.
2. Translate strategic objectives set by the Head of IT into operational plans, procedures, and priorities.
3. Provide regular operational reports, risks, and improvement recommendations to the Head of IT.
4. Support budget planning and procurement activities, with financial authority and final approval retained by the Head of IT.
5. Manage supplier relationships at an operational level, escalating contractual, performance, or cost issues to the Head of IT.

## **Systems & Infrastructure Administration**

1. Administer and maintain the college's Windows Server infrastructure, including Active Directory, DNS, DHCP, Group Policy, and virtualised environments.
2. Operate and support the Dell EMC VxRail hyperconverged infrastructure platform, including VM lifecycle management, capacity monitoring, and fault escalation.
3. Ensure system patching, updates, monitoring, and housekeeping tasks are completed in line with agreed schedules.
4. Oversee backups, disaster recovery processes, and routine testing, reporting outcomes to the Head of IT.
5. Manage user accounts, permissions, and access controls across on-premises and cloud platforms in accordance with policies defined by the Head of IT.

## **Network & Security Operations**

1. Manage and maintain the wired and wireless network infrastructure using HPE Aruba (Central), ensuring performance, resilience, and coverage.
2. Operate firewall and security policies via Palo Alto Panorama, implementing rule changes and configurations approved by the Head of IT.
3. Monitor network security events, performance, and logs, escalating incidents and risks appropriately.
4. Support safeguarding and compliance requirements through reporting, investigations, and evidence gathering as directed.
5. Ensure endpoint protection, vulnerability management, and cyber hygiene controls are consistently applied.

## **MIS, Cloud & Core Platforms**

1. Administer and support the college's ProSuite MIS, including user access, integrations, data accuracy, and liaison with the vendor.
2. Manage O365 Workspace for Education administration, including users, groups, storage, and devices.
3. Support Microsoft cloud services (Azure / Entra ID where applicable) in line with the architecture defined by the Head of IT.
4. Support and maintain cloud-based assessment and exam platforms as required.

## **Hardware, Estates Technology & Physical Security**

1. Maintain and support IT hardware including servers, desktops, laptops, printers, classroom technology, and AV equipment.
2. Administer the SALTO access control system, including RFID tag management and permissions.
3. Liaise with suppliers for repairs, warranties, and replacements, escalating major issues to the Head of IT.

## **Service Desk, Support & Staff Enablement (in Collaboration with the Service Desk Manager)**

1. Work in close collaboration with the Service Desk Manager, who retains ownership of day-to-day service desk operations, staffing, workflows, and SLA management.
2. Provide 3rd line technical escalation support and subject-matter expertise for complex infrastructure, network, security, and systems issues.
3. Ensure that recurring incidents, problem trends, and technical root causes identified by the Service Desk are addressed through permanent fixes and system improvements.
4. Support the Service Desk Manager with technical input into incident response, major incident resolution, and post-incident reviews.
5. Contribute to the development and maintenance of technical documentation, knowledge base articles, and standard operating procedures to improve first-time fix rates.
6. Support the effective and secure use of technology across teaching, learning, and administration by advising on best practice and technical standards.
7. Deliver targeted technical guidance or briefings to staff when required, particularly around new systems, infrastructure changes, or security-related matters.
8. Ensure alignment between service desk activity and the wider IT architecture, standards, and priorities set by the Head of IT.

## **Asset, License & Compliance Management**

1. Maintain an accurate IT asset register and lifecycle records.
2. Manage software licensing compliance and renewals.
3. Support audits, inspections, and compliance reviews (GDPR, safeguarding, cyber security).
4. Ensure operational practices align with policies and standards set by the Head of IT.

## **Innovation & Continuous Improvement**

1. Identify operational improvements, efficiencies, and technical enhancements.
2. Trial and implement new solutions subject to approval by the Head of IT.
3. Contribute to infrastructure refresh, digital development, and resilience planning.

## **General Responsibilities**

1. Undertake any other reasonable duties as agreed with the Head of IT and Senior Leadership Team.
2. Contribute to the successful delivery of college-wide activities, including enrolment, induction, open events, development days, and occasional evening events.
3. Promote and positively represent the College, fostering effective relationships with staff, students, suppliers, partners, and external agencies.
4. Champion the College's values, safeguarding culture, and equality, diversity and inclusion commitments in all aspects of the role.
5. Maintain professional knowledge and undertake training and development necessary to fulfil the responsibilities of the post effectively.

# Person Specification

1. Possess a relevant Level 4 qualification (or above) in IT, Computer Science, Network Engineering or a related field, or significant equivalent professional experience.
2. Demonstrate strong technical knowledge of Windows Server infrastructure, Active Directory, DNS, DHCP, Group Policy, and virtualised environments.
3. Experience of administering hyperconverged infrastructure platforms (e.g. Dell EMC VxRail) including VM lifecycle management and capacity monitoring.
4. Experience of managing enterprise network infrastructure (e.g. HPE Aruba) and firewall/security platforms (e.g. Palo Alto Panorama).
5. Sound understanding of cyber security principles, endpoint protection, vulnerability management, and incident escalation.
6. Experience of administering cloud and MIS platforms (e.g. Microsoft 365, Azure/Entra ID, education MIS systems).
7. Experience of leading, supervising or coordinating technical staff or providing senior/3rd line technical escalation support.
8. Strong organisational and planning skills, with the ability to manage competing priorities, meet deadlines and work independently.
9. Experience of asset and licence management, and supporting audits and compliance reviews (e.g. GDPR, cyber security).
10. Excellent communication and interpersonal skills, with the ability to translate technical issues for non-technical stakeholders.
11. Demonstrate excellent teamwork, initiative, resilience and problem-solving skills in a busy, service-focused environment.
12. Demonstrate a commitment to safeguarding, equality, diversity and inclusion, and be willing to undertake ongoing training and professional development relevant to the role.

## Equality and diversity

At West Thames College, we are committed to creating an inclusive, respectful and supportive environment where every student and member of staff can thrive. Our values of excellence, integrity, equality and respect underpin everything we do and reflect our commitment to providing outstanding opportunities for all.

We celebrate the diversity of our college community and recognise that people bring a wide range of experiences, perspectives, cultures, faiths, identities and backgrounds. We believe that this diversity enriches the learning and working environment, helping to create a vibrant, innovative and welcoming college for everyone.

We are committed to ensuring that all individuals are treated fairly, with dignity and respect, and are given equal opportunities to achieve their full potential. We actively promote equality, challenge discrimination and foster a culture of belonging where differences are valued and everyone feels safe, included and empowered to succeed.

**Closing date: 21 October 2026**

**Job ref: 6ITS008**

**Interview date: w/c 2 November 2026**

# Conditions of Service

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| <b>Contract:</b>     | Permanent<br>Full time                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Salary:</b>       | £37,769 - £39,897 pa inclusive<br>Please note the salary range for this post is points 35 - 37 on the Support Staff scales.<br>Progression up the incremental pay scale is automatic and awarded on 1 April annually.<br>New entrants are placed on point 35.                                                                                                                                                                                                                                                                                                                                 |
| <b>Pension:</b>      | Staff are entitled to participate in the Local Government Pension Scheme subject to its terms and conditions.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Annual Leave:</b> | 27 days per annum plus public holidays plus up to 3 days Christmas efficiency closure.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Hours:</b>        | 36 hours per week                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Probation:</b>    | <p>Employees who commence their employment between 1 September and 31 May inclusive will be subject to 26 weeks probation before their employment can be confirmed as permanent.</p> <p>Employees, who commence their employment between 1 June and 31 August, and those with term time only contracts, will be subject to 36 weeks probation period before their employment can be confirmed as permanent.</p> <p>The extended period of probation is ensured that there is an adequate period of “normal” working during which to provide support and assess an employee’s performance.</p> |
| <b>Disclosure</b>    | The post will be offered subject to an enhanced Disclosure satisfactory to West Thames College which will be conducted by the Criminal Records Bureau.                                                                                                                                                                                                                                                                                                                                                                                                                                        |