

<b>Job title:</b>	Solutions Architect
<b>Job ref:</b>	HFL1408
<b>Hours:</b>	37 hours per week
<b>Salary band:</b>	Band 4 – FTE £30,000 - £35,000 p.a.
<b>Contract:</b>	Permanent
<b>Reports to:</b>	Design and Development Manager
<b>Team:</b>	Technology in Schools
<b>Location:</b>	Flexibility to work both remotely from home, and across educational settings in Hertfordshire.

## Our company

Herts for Learning (HfL) is an award-winning provider of products and services to schools and educational settings within and outside Hertfordshire. We believe that every young person, through access to a great education, should be able to realise their potential, regardless of where they live or their circumstances.

We focus on supporting the schools we work with to achieve successful long-term outcomes for their children. HfL is majority owned by Hertfordshire schools and operates with a not-for-profit ethos.

## Job context and Purpose

The Technology in Schools team supports over 500 schools in Hertfordshire with a range of products and services which includes a managed service desk, onsite technical support, broadband and wireless, server upgrades, cloud services and more. The post holder will work alongside passionate technologists to support hundreds of schools with integrating both cloud and server-based solutions.

Improving technology in schools is at the heart of what we do. As a Solutions Architect, you will be empowered to work directly with schools in order to add educational value, run as efficiently as possible and keep everyone safe on-line.

## Main areas of responsibility

- Accountable for shaping requirements, solution design, configuration and project implementations
- Sharing technical knowledge with the wider team

- Trouble shooting and fixing complex technical issues that our service desk and technicians need help with
- Responsible for deciding your priorities based on stakeholder management
- Accountable for updating our technology knowledgebase in your areas of expertise
- Commits to learn new technical skills on an ongoing basis

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time become necessary, particularly in light of the current Covid-19 situation.

## Person specification

Please provide a supporting statement outlining why you are applying and how you meet the criteria below;

### Knowledge and experience of

- Windows operating systems up to and including Windows 11 and Server 2019
- Advanced Windows system build and design with PowerShell scripting
- Virtualisation technologies (Hyper-V, VM Ware)
- Wireless technologies (HPE Aruba, Ubiquiti UniFi)
- Cloud technologies (Azure, Google Workspace, Microsoft 365 - including Teams, SharePoint & Endpoint/Intune)
- Printers and print management systems
- Network hardware – switches, cabling, including routing, VLANs etc.
- Project management methodology

### Skills and abilities

- You are an acknowledged expert on key technologies that are essential to the success of our overall team
- You have a proactive, flexible and approachable manner, and are professional, organised and methodical
- You have an ability to shape and agree requirements with your customers in a consultative manner
- You are a strategic thinker with a passion for new technologies
- You have excellent communication skills (verbal and written) and can present complex technical information to both technical and non-technical audiences
- You are a problem solver and have great troubleshooting skills
- You have an ability to work using your own initiative or as part of a team
- You are adept at collaborating with customers, colleagues and partners

## Equal Opportunities

HfL is committed to being an equal opportunities employer. We insist on the equal treatment of all current and prospective colleagues and will never condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership.

HfL is also equally committed to becoming an anti-racist organisation and we encourage you to view our [Black Lives Matter statement](#) which gives clarity on our anti-racist stance. In our relentless efforts to be an anti-racist organisation, we recognise the negative impacts of under representation and lack of diversity in our organisation, our education system and in all aspects of our society. Therefore, for recruitment into any HfL post, where we have 2 or more candidates of equal merit, candidates with protected characteristics will be given advantage over candidates without such characteristics. This is sometimes referred to as a 'tie-breaker' and is referred to as 'positive action' in the Equality Act 2010.

To help us meet our high standards and aspirations of a fully diverse and inclusive workplace, we strongly encourage suitably qualified applicants from all backgrounds to apply and to join us.

Please note that if you are invited to interview, we will expect you to be prepared to discuss unconscious bias with us; we find these conversations more than any others give us all a good idea of what working together will be like.

## **Disclosure and Barring Service**

This post may be subject to full pre-employment checks and is exempt from the Rehabilitation of Offenders Act 1974. Please note that additional information referring to the Disclosure and Barring Service is in the guidance notes to the application form. If you are invited to an interview you will receive more information.

## **Health and safety**

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

## **Intellectual property rights**

It is a contractual requirement of all employees of HfL to protect the intellectual, property rights of the company and to adhere to our company policy with regard to IP.

## **APPLICATION PROCESS**

For an informal discussion regarding the role, please contact James Toll via email on [james.toll@hertsforlearning.co.uk](mailto:james.toll@hertsforlearning.co.uk) and provide your mobile no. so a mutually convenient time can be arranged to discuss the role.

To apply, please download and complete the HfL application form along with the supporting statement, explaining how you meet the requirements of the job outline and person specification. We would also love to hear why you are interested in becoming part of the HfL team.

As part of our move towards eradicating unconscious bias within the recruitment process, we ask that you follow the guidance stated in the application forms and submit these in a word format to enable your application to be anonymised.

To help HfL make sure our policies and working practices are inclusive and non-discriminatory we would like you to complete the HfL equal opportunities form. This will not be stored with your application and will only be utilised by HR.

To submit your application or to discuss any recruitment queries please email our Central Recruitment Team on [hfl.recruitment@hertsforlearning.co.uk](mailto:hfl.recruitment@hertsforlearning.co.uk) or 01438 544439.

**Closing Date: Monday 28th February 2022 at midday**

**Telephone Interview Date: Wednesday 9th March 2022**

**Interview Date\*: Monday 14th and Tuesday 15th March 2022**

\*Please note that the interviews will be taking place remotely.