



# Dataspire Solutions Ltd – Implementation & IT Support Engineer Role Profile

Since our inception, the Dataspire team have always been passionate about education, almost as much as we're crazy about IT. Our focus has been simple: to work in partnership with schools of all sizes in creating dependable and high-performing IT environments which ensure staff have total confidence in using ICT to deliver outstanding learning environments for their students.

## Key Contact Information

### COMPANY DETAILS

Dataspire, Lowry Mill, Lees Street,  
Manchester M27 6DB

### KEY CONTACTS

Darren Smith – CTO  
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Paul Taylor – Head of Implementation  
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+44 (0) 345 603 1233

**80**

full-time staff

**250+**

successful major projects  
delivered into schools  
since we started

**96%**

of issues resolved  
within our SLA

**Lots**

of times we have gone  
above and beyond  
for our clients



**100%**

of our business from  
education sector

**60K**

IT issues logged into our  
service desk in the  
last 12 months

**95%**

Contract Retention Rate



## Implementation & IT Support Engineer Role Profile

### Role Overview:

#### Main duties

- Reporting to the CTO/Head of Implementation
- To support the Head of Implementation, and Project Team in the efficient delivery of project work.
- To support the IT Support Team and wider business to efficiently resolve Incidents, Service Requests, Change & Problem tickets.
- To assess customer systems, provide onsite support and project installations.
- To support the Head of Implementation in ensuring quality customer service in implementation delivery.
- To provide onsite cover for sites local to the Head Office when required.
- To become a role model for your colleagues locally and across the wider Dataspire team by exemplifying best practice and behaviours in your role.
- Provide quality documentation to support implementation, project delivery and wider Dataspire teams
- Support Dataspire vision, goals and strategic objectives

### Key Technical Skills

Good working knowledge of all the areas below is desirable:

- HPE/Aruba and Cisco active networks
- Wireless solution implementation and troubleshooting
- Windows Server and client operating systems
- Virtualised server environments (Hyper-V and VMWare, any exposure to Hyper-converged solutions is advantageous)
- SAN and NAS
- Apple Technologies
- LogicMonitor
- Arcserve
- Google Technologies (including G-Suite administration)
- Office 365 and support
- Firewall Technologies
- Web Filtering and Safeguarding
- Windows OS Deployment
- Remote working technologies, including but not limited to Citrix, RDS, WorkFolders, DirectAccess
- Active Directory (both on-prem and Azure)
- Mobile Device Management

### You will also have:

- At least 3 years previous support experience; remote or onsite
- Own transport and full driving license
- Able to pass DBS enhanced check

## Key responsibilities:

- To own and manage all of your assigned tickets through to completion with effective utilisation of the wider Dataspire team where required.
- To be responsible for completing assigned project tasks within the deadlines set
- To provide pre-sales support and solution documentation for the Sales team as required.
- Provide technical documentation and effectively handover newly implemented solutions to the IT Support team.
- To be able to identify issues quickly, and deal with or escalate appropriately to ensure continuation of service/project delivery or minimal impact to project delivery.
- A proven track record of delivering and supporting technical solutions individually or within a team.
- Ability to work onsite to tight timescales and under pressure within a project structure.
- A can-do attitude.
- Excellent communication skills, both written and verbal.
- Excellent self-driven and tenacious problem-solving approach.

## Values, ethics and behaviours

- To support Dataspire goals and manifest the company mission statement, values, ethics and guiding principles in your own approach and that of your reports
- To support, encourage and drive improvements across the board (People, Processes, Partners and Products) by taking a proactive and supportive approach in line with the Dataspire key principle "*One Team – Stronger Together*"
- To drive improvements locally and across Dataspire with a real focus on embedding/building on best practice and establishing the same across the wider Dataspire team



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[www.dataspire.co.uk](http://www.dataspire.co.uk)



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