

Dataspire

A smiling man with a beard, wearing a green shirt, is pointing towards a screen in a meeting. He is surrounded by other people whose hands and arms are visible, suggesting a collaborative work environment. The background is blurred, showing office windows and interior lights. A large blue circular graphic is overlaid on the top right of the image.

Role Profile: Implementation Engineer

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 outcomes for their students.

Key Information

Company Details:

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

Role Location:

Based in Manchester with regular travel across the North West of England and occasionally further to meet with supported schools and Trusts.

Salary:

Competitive salary dependent on experience

To Apply:

Please send your CV and a brief cover letter to:
careers@dataspire.co.uk

Role Profile: Implementation Engineer

Role Overview:

Main duties

- To support the 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 some or all of the areas below is desirable:

- Networking (Aruba, Meraki, Cisco)
- 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
- Microsoft 365 Solution Stack
- Azure (Active Directory, Entra ID)
- Cybersecurity tools and practices
- Firewall Technologies
- Web Filtering and Safeguarding
- Windows OS Deployment
- Remote working technologies
- Mobile Device Management

You will also have:

- At least 2 years previous IT support experience; remote or onsite
- Own transport and full driving licence
- Able to pass DBS enhanced check
- Understanding of the Education Sector would be advantageous but not essential

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
- 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

One Team

- To assist across Dataspire where and when required following a call to arms
- To suggest improvements that might benefit other areas within Dataspire, based on your experience of best practices deployed elsewhere.

Values, Ethics & Behaviours

- To support Dataspire goals, values, ethics and Dataspire guiding principles (Focus on Value, Start where you are, Progress iteratively with feedback, Collaborate and promote visibility, Think and work holistically, Keep it simple and practical, Optimise and automate) in your own approach.
- To support, encourage and drive improvements across Dataspire (People, Processes, Partners, and Products) by taking a proactive and supportive approach in line with the Dataspire key principle “One Team – Stronger Together.”
- Encourage, promote and be a champion of the core values of Dataspire encapsulated in our Mission Statements: “To develop our positive culture and nurture Dataspire employees with collaborative development in a respectful and inclusive environment that promotes equality with integrity, whilst keeping the customer at the heart of all we do.”