Dataspire

Role Profile:
Senior 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.

Dataspire

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: Senior Implementation Engineer

Role Overview:

Main duties

- To lead and take ownership of complex project delivery for schools and Multi-Academy Trusts
- To act as the technical lead on major implementations, ensuring quality delivery within agreed timescales
- To provide expert technical guidance to the Project Team and wider Implementation Team
- To mentor and support junior Implementation Engineers in their technical development
- To be the primary technical contact for key client accounts during project delivery
- To assess customer requirements, design solutions, and lead onsite implementations
- To support the IT Support Team on escalated incidents requiring senior technical expertise
- To contribute to the development of best practice standards and technical documentation across Dataspire
- To represent Dataspire technically at client meetings and project reviews
- To support pre-sales activities by providing technical expertise and solution design input
- Support Dataspire vision, goals and strategic objectives

Key Technical Skills

Strong working knowledge of most or all of the areas below is essential:

- Networking (Aruba, Meraki, Cisco) with experience in design and implementation
- Wireless solution design, implementation and troubleshooting
- Windows Server and client operating systems (advanced level)
- Virtualised server environments (Hyper-V and VMWare, experience with Hyper-converged solutions advantageous)
- SAN and NAS storage solutions
- Apple Technologies
- Microsoft 365 Solution Stack (advanced administration)
- Azure (Active Directory, Entra ID, cloud services)
- Cybersecurity tools, practices and compliance frameworks
- Firewall Technologies (design and implementation)
- Web Filtering and Safeguarding solutions
- Windows OS Deployment at scale
- Remote working technologies (Citrix, RDS, VDI solutions)
- Mobile Device Management platforms

- Project management methodologies

You will also have:

- At least 5 years previous technical support and project delivery experience
- Proven track record of successfully delivering complex technical projects
- Experience working directly with senior stakeholders and clients
- Own transport and full driving licence
- Able to pass DBS enhanced check
- Understanding of the Education Sector would be highly advantageous

Key responsibilities:

- To own and manage complex projects from initial scoping through to successful handover
- To provide technical leadership on multiple concurrent projects
- To conduct technical assessments and produce detailed solution designs for clients
- To mentor junior engineers and conduct technical reviews of their work
- To escalate and resolve critical technical issues across the customer base
- To ensure all project documentation meets Dataspire quality standards
- To manage stakeholder expectations and maintain strong client relationships during project delivery
- To identify opportunities for service improvement and innovation
- To contribute to pre-sales activities including site surveys, technical proposals and client presentations
- Ability to work under pressure, manage competing priorities and deliver to tight deadlines
- Strong project management skills with attention to detail
- Excellent communication skills with both technical and non-technical audiences
- Strategic thinking combined with hands-on technical delivery capability

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."