Hills Road Sixth Form College

Appointment of: Digital Support and Modern Workplace Engineer

Location: Cambridge



Welcome from the Principal and CEO



Thank you for your interest in Hills Road Sixth Form College and in this post. I hope that this information gives you a sense of who we are, what we value and what it means to be part of our community – and, most importantly, helps you decide whether this role and our college might be the right next step for you.

Hills Road has enjoyed a strong national reputation for many years and continues to achieve outstanding outcomes for our students. But we are not complacent. In an ever-changing world, we know that excellence is a moving target and we are ambitious - for our students, for our staff and for the future of post-16 education. We respond thoughtfully, continually reflecting and evolving to ensure that what we offer remains exceptional, while holding firmly to what matters most.

Working in a Sixth Form College brings distinctive rewards, not least the privilege of engaging with bright young minds who challenge, question and inspire. Hills Road is an intellectually rigorous environment, but it is also one grounded in collaboration and shared purpose. Everyone here has a role to play in helping every young person who comes through our doors to realise their potential.

I am fortunate enough to know first-hand the transformative impact that Hills Road has on our students and, as a former student, I am deeply committed to ensuring that Hills Road continues to flourish as a centre of academic excellence where kindness and integrity remain at the heart of everything we do.

We know that staff wellbeing is fundamental to student success and we listen carefully to our colleagues. For example, in response to recent colleague feedback, we have introduced a two-week October half term and redesigned professional development. Colleagues consistently tell us that the strength of our community is one of the things they value most. Our core values – Diversity, Kindness, Integrity, Respect, Community and Excellence – are not slogans, but lived commitments that shape how we work, how we lead and how we support one another.

Hills Road is ambitious, yet humane; high-performing, yet deeply caring. We want to attract people who share this combination: people who are expert in what they do, curious about what might be better, and committed to making a difference to the lives of young people and to the colleagues around them.

I hope this booklet gives you a flavour of Hills Road. If you would welcome an informal conversation about the role, we would be delighted to hear from you.

Thank you for considering Hills Road, and for the time and commitment that an application entails. Whatever the outcome, I wish you every success in your future career.

Ali Kirkman
Principal

Digital Support and Modern Workplace Engineer

Permanent
Full time – 37 hours per week
Support Staff Spine Point 20 to 23 (£37,734 to £41,019) per annum depending on qualifications and experience

Hills Road Sixth Form College is looking to recruit a Digital Support and Modern Workplace Engineer. This is an exciting opportunity to join a highly skilled and supportive IT Services Team.

The IT Services Team comprises, in addition to this post, the Head of IT Services, Deputy Head of IT Services, one experienced IT Services Engineer, a degree-level IT Apprentice and a Reprographics Assistant. The successful candidate will fill a vacancy within the engineering team and play a key role in delivering outstanding technical support and digital services to approximately 500 staff and 3,000 students across the College.

Providing an outstanding student and staff experience is at the heart of our IT service. The successful candidate will act as a visible and approachable point of contact for technology support, helping staff and students make effective, secure and productive use of the College's digital systems, devices and services.

In return, we offer great team-work and a varied workload, an attractive salary, 24 days annual leave rising to 27 days after 5 years' service, plus bank holidays, generous pension scheme, free use of our on-site sports centre, including a newly refurbished gymnasium, wellbeing activities, discounts on all our Adult Education courses, free onsite parking, cycle to work scheme and ongoing professional development.

Closing date: Thursday 12th November 2026 at 9am

Interviews: Thursday 19th November 2026

Details and an application form for the above post may be obtained from our website www.hillsroad.ac.uk

The College is committed to safeguarding and promoting the welfare of its students and staff and expects all members of the College community, volunteers and visitors to share this commitment. The College actively promotes equality and diversity and welcomes applications from all sections of the community.

Information for applicants

The Post

This is an exciting time to be joining the College in an IT role. We continue to invest in modern workplace technologies, Microsoft 365 services and digital learning platforms to enhance teaching, learning and operations. The Digital Support & Modern Workplace Engineer will contribute to the ongoing development of our IT Support Hub, support the adoption of new technologies and help deliver a responsive, customer-focused IT service that meets the evolving needs of the College community.

The Digital Support & Modern Workplace Engineer post holder provides:

- A highly visible, approachable and customer-focused IT support service for staff and students.
- First and second-line technical support across a broad range of College technologies, services and devices.
- Secure in-house expertise across Microsoft 365, modern workplace and end-user computing technologies.
- Support and administration of Microsoft 365 services including Teams, SharePoint, OneDrive and Exchange Online.
- Support for identity and access management technologies including Active Directory, Entra ID, Eduroam and associated authentication services.
- Endpoint deployment, management and security through Microsoft Intune, Configuration Manager and Windows Autopilot.
- Technical support for Windows and Apple devices, mobile technologies and shared teaching resources.
- Effective incident resolution and service request fulfilment through the IT Service Desk.
- Technical support for classroom technologies, audio-visual systems, interactive displays and printing services.
- Promotion and adoption of Microsoft 365 services, digital workflows and modern ways of working across the College.
- Development of user guidance, knowledge base articles and self-service resources to improve the user experience.
- Support for the College's BYOD strategy, enabling students to access digital services securely and effectively using their own devices.
- Maintenance of asset records, equipment lifecycle processes and endpoint compliance standards.
- Contributions to business continuity, operational resilience and cyber security best practice.

- Continuous service improvement through innovation, automation and the effective use of emerging technologies, including AI-enabled tools where appropriate.

Microsoft 365 is fully embedded across the college's teaching, learning and operations. Teams, SharePoint and OneDrive are the primary collaboration and document management platforms used by academic and support teams. We make extensive use of Microsoft Teams for communication and collaboration, and many of our core business applications, including finance, HR and payroll systems, are delivered through cloud-based services. The successful candidate will play an active role in supporting and developing these technologies, helping staff and students make effective and secure use of the College's digital services.

Over recent years the college has invested significantly in its IT infrastructure. Our environment includes a Hyper-V virtualised server platform comprising approximately 50 servers, fully redundant Internet connectivity protected by Fortinet firewalls, and a resilient core network infrastructure. We provide site-wide Cisco Meraki wireless networking integrated with Eduroam, enterprise IP telephony services, and are currently progressing through a major network switch refresh programme.

The College's Management Information System (ProSolution/SQL) is hosted on-premises and used extensively by both staff and students. The MIS service is delivered by a specialist team located alongside IT Services, providing collaboration between teams in supporting key College systems.

All teaching staff, tutors and many support staff are equipped with college laptops, providing secure access to systems both on and off site through Microsoft's Always On VPN technology.

Across the College estate we support approximately 550 fixed PCs located within classrooms, specialist teaching spaces and student study areas, alongside a wide range of laptops, mobile devices, audio-visual technologies and shared learning resources. The Digital Support & Modern Workplace Engineer will play an important role in supporting this environment and enhancing the day-to-day digital experience of staff and students.

The post reports to the Head of IT Services.

Neil Sperring
Head of IT Services
nsperring@hillsroad.ac.uk

Job Description

Digital Support and Modern Workplace Engineer at Hills Road Sixth Form College

Purpose: To provide outstanding IT support and digital assistance to staff and students, acting as the primary point of contact for technology related enquiries and technical assistance across the College.

The post holder will support and enhance the College's modern IT estate and end-user technologies, enabling staff and students to make effective use of digital systems, devices and services. They will play a key role in delivering a highly visible, customer-focused IT service and in developing the College's IT Support Hub as the central point of digital support for staff and students.

Reports to: Head of IT Services

Main Accountabilities:

Support and Service Delivery

- Act as the first point of contact for all IT support requests from staff and students.
- Deliver an approachable, visible and customer-focused IT support presence through drop-in support sessions and IT Support Hub activities.
- Actively promote digital confidence and effective use of technology amongst staff and students.
- Manage and resolve incidents and service requests through the IT Service Desk.
- Provide excellent customer service, maintaining high levels of professionalism and communication.
- Diagnose and resolve hardware, software, network and IT service issues.
- Escalate complex technical issues to senior colleagues where appropriate.
- Monitor ticket queues and ensure support requests are managed within agreed service levels.
- Contribute to the continual improvement of IT support processes and user experience.
- Provide support during College events, enrolment, induction, open evenings and adult education which sometimes operates outside of core hours by way of rota.

On-Premises, Microsoft 365 and Modern Workplace Technologies

- Support, administer and continuously improve the College's modern workplace services and platforms, including:
    - Identity and access management (Active Directory, Microsoft Entra ID and links with services such as Eduroam and RADIUS based access)
    - Communication and collaboration services (Exchange Online, Teams, OneDrive and SharePoint Online)
    - Endpoint management and security solutions (Configuration Manager, Microsoft Intune and Microsoft Defender)

- Assist with user account lifecycle management, including account creation, modification and access management.
- Assist in maintaining endpoint security standards through Microsoft Defender, device compliance policies and secure configuration practices.
- Assist with device provisioning using Configuration Manager, Microsoft Intune and Windows Autopilot.
- Support implementation of modern endpoint management practices.
- Promote adoption of Microsoft 365 services and digital workflows across the College.
- Provide user guidance and training on key applications and services.

End User Computing

- Prepare, deploy, maintain and refresh College-owned devices including:
  - Windows and Apple based laptops and desktops
  - Staff mobile devices
  - Shared and specialist teaching devices
- Manage the lifecycle of College-owned devices including deployment, maintenance, replacement, secure disposal and asset tracking.
- Ensure devices comply with College security standards and policies.
- Maintain software deployment, patching and endpoint security processes.
- Support classroom technologies including fixed and mobile presentation systems, AV equipment and interactive displays.
- Support printing and document management services.

Student Digital Support

- Support and enhance the College's BYOD strategy, ensuring students can effectively and securely access digital learning infrastructure and resources using their own devices.
- Create and maintain user guides, self-help resources and knowledge base articles.
- Support digital skills development initiatives that improve the student experience.
- Help develop and deliver an approachable IT Support Hub service model.

Operational Support

- Assist in routine maintenance and monitoring of IT systems and services.
- Contribute to operating procedures, documentation and knowledge sharing.
- Maintain accurate asset and inventory records.
- Assist with software and hardware testing.
- Support business continuity and disaster recovery procedures.
- Participate in the IT Services on-call arrangements where required.

Student Digital Support

- Support staff in the effective use of emerging technologies, including AI-enabled productivity tools where appropriate and align with established policies.
- Keep up to date with developments in Microsoft 365, cloud technologies and digital technologies used within education.
- Participate in training and professional development activities.

- Identify opportunities to improve service quality, automation and user experience.
- Share knowledge and best practice with colleagues.

Accountabilities that relate to all staff at the College

- To demonstrate behaviour and values consistent with the person specification for this role
- To promote equality of opportunity in accordance with the College's Equality and Diversity Statement
- To comply with all College policies and procedures, this includes those where each member of staff has an individual duty to act and for which the College can be held vicariously responsible for the actions of its employees:
  - equality and diversity
  - safeguarding the welfare of children
  - health and safety

Person Specification for Digital Support and Modern Workplace Engineer

	Essential	Desirable
Qualifications and training	• General education to Level 3 standard. • Minimum Grade C/4 in GCSE English and Maths or equivalent. • Relevant IT qualification or demonstrable equivalent experience. •	• Microsoft certifications such as AB-900, AZ-900 or SC-900. • Other relevant Microsoft, Apple or IT support qualifications.
Experience and aptitude	• Strong understanding of Microsoft Windows and Apple desktop operating systems and end-user device support. • Working knowledge of Microsoft 365 services, endpoint management and modern workplace technologies. • Familiarity with IT service management practices and helpdesk systems. • Sound troubleshooting skills across hardware, software and network-related issues. • Awareness of cyber security principles and information security best practice.	• Experience of working within an educational environment. • Familiarity with Microsoft Configuration Manager, Intune, Windows Autopilot, SharePoint Online and other modern workplace technologies. • Awareness of PowerShell, automation tools and ITIL service management principles.

In addition, the successful candidate will demonstrate, or have potential to develop, strengths in the following areas. Evidence will be established from the application form, CV, covering letter, references, the interview or a combination of these.

Skills and Ability	Customer Service and User Support Demonstrate • Proven ability to deliver excellent customer service within a technical support environment. • Ability to engage confidently and professionally with students, teaching staff and support staff at all levels. • Ability to communicate technical concepts clearly to non-technical users. • Ability to create clear user documentation, guidance materials and knowledge base articles. Desirable • Experience delivering user training or digital skills support. • Experience supporting BYOD environments. Technical Demonstrate • Windows 11 administration and support. • Microsoft 365 administration and support. • Active Directory and Microsoft Entra ID user administration. • Endpoint management technologies including Microsoft Intune. • Device deployment, configuration and policy management. • Networking fundamentals including Wi-Fi, TCP/IP and DNS. • Audio visual and classroom technology support. Desirable • Windows Autopilot deployment and management. • SharePoint Online and Teams administration. • Microsoft Defender and endpoint security technologies. • PowerShell scripting and automation.

Knowledge	**Knowledge and Understanding** **Demonstrate** • Strong understanding of Microsoft Windows (incl. Server) and Apple desktop operating systems and end-user device support. • Working knowledge of Microsoft 365 services, endpoint management and modern workplace technologies. • Familiarity with IT service management practices and helpdesk systems. • Sound troubleshooting skills across hardware, software and network-related issues. • Awareness of cyber security principles and information security best practice. **Desirable** • Familiarity with Microsoft Intune, Windows Autopilot, SharePoint Online and other modern workplace technologies. • Awareness of PowerShell, automation tools and ITIL service management principles. • Interest in emerging technologies, including AI-enabled productivity tools. • Ability to identify opportunities for service improvement and automation.
Organisation	• Excellent customer service skills. • Patient and approachable manner. • Strong organisational skills. • Ability to prioritise workload effectively. • Commitment to supporting staff and students. • Commitment to continuous learning and professional development. • Ability to work collaboratively as part of a team. • Excellent written and verbal communication skills, with the ability to engage effectively with both technical and non-technical audiences.

Disposition and Approach	• A positive, flexible, 'can do' approach to responding to challenges and opportunities • Able to take the College priorities and goals and identify, prioritise and implement IT related actions required to supportive their delivery • A mature, proactive, outgoing personality, comfortable in dealing with staff and students. Note that the student body is not restricted to the sixth form but includes a considerable number of adult learners. • Commitment to a collaborative approach to working with colleagues. • A calm, focused approach to workload, even under pressure. • The willingness to communicate issues or challenges openly and honestly. • The ability to bring a solutions-based outlook to problems and challenges. • The understanding that confidential and sensitive matters must be dealt with empathetically and discreetly. • A highly developed sense of personal responsibility and a willingness to reflect and re-assess when necessary.
Focus on Quality	• Commitment to high standards of work and accuracy, with strong attention to detail. • Commitment to continuous improvement and willingness to attend appropriate training and development events. • Commitment to the aims and values of the College Strategic Plan. • Commitment to the aim of the College to achieve quality and value for money in all aspects of its work.

How to Apply

Applicants are asked to do the following:

- complete the online Hills Road Sixth Form College application form (Part 1)
- complete the online equality and diversity monitoring form (Part 2)
- write a supporting statement of application (no more than 1,000 words)
- supply a brief CV

The online application forms (Part 1 and Part 2) are available at the links above, and on the College's webpage for this vacancy. When completing Part 1, you will have the opportunity to upload your CV and provide a Supporting Statement of Application. Once you have submitted Part 1, you should then proceed to Part 2 (Equality and Diversity Monitoring form). All documents should be submitted **by 9am on Thursday 12th November 2026.**

Please note that applications received after the closing date may not be eligible for consideration. If Human Resources have not contacted you by Friday 13th November, then unfortunately your application has not been successful.

Interviews will be held on Thursday 19th November 2026.

Hills Road Sixth Form College will base its decision as to whether to invite you for interview solely on the details provided on your application and how well they match the criteria for this post.

In accordance with Home Office guidance, successful candidates will be required to evidence their right to work in the UK before commencement of employment. The successful candidate therefore must be able to demonstrate their right to work during the recruitment process.

Hills Road Sixth Form College is committed to ensuring equal opportunities in all aspects of employment and selects staff on merit, irrespective of race, religion, sex, disability or age. You are not obliged to complete the equal opportunities monitoring form, but any information given will help us to monitor the effectiveness of our equality and diversity policy.

If you have a disability, you are invited to request any special arrangements you may require for interview, or any adjustments you may anticipate would be needed in your working arrangements, by contacting the Human Resources Team on 01223 278063 (direct line). Further information about accessibility to the site can be found on our website under 'Equality and Diversity/Site Plan' and also from 'AccessAble: www.accessable.co.uk.

Thank you for your interest in this post and in the College. We do hope that you will decide to apply, and we should like to thank you in advance for taking the time and trouble to do so. For more information about working life at the College, please go to our website http://www.hillsroad.ac.uk

Human Resources



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