

Job Title IT Infrastructure Manager

Reports to Director of Information Technology

Job Purpose

The IT Infrastructure Department provides, manages and supports all aspects of IT life at Eton. The role of the IT Infrastructure Manager is to be the central contact within the IT Department for any matter relating to the School's IT infrastructure. They will be responsible for the resilience, performance and capabilities of the School's IT infrastructure, ensuring the School's IT infrastructure operates to its fullest ability.

Key Tasks and Responsibilities

- Manage the IT Infrastructure, whether physical or virtual, on-premises or hosted off-site;
- Manage, train and mentor the IT Infrastructure Technicians;
- Strategically plan the School's IT infrastructure, to include networking and cyber security, working in conjunction with other senior members of the IT Department;
- Take responsibility for the School's infrastructure security, including proactive risk management, patching and resilience planning;
- Oversee backup, restore and recovery systems, ensuring regular testing, secure storage and compliance with school policies and industry best practice;
- Contribute to the planning, maintenance, and testing of business continuity and disaster recovery measures, working collaboratively senior members of the IT Department;
- Take the lead in all infrastructure projects, delegating where appropriate, but retaining ownership;
- Develop and implement policies and procedures for IT infrastructure systems;
- Monitor and provide regular reports on the health, capacity and performance of the IT infrastructure;
- Manage the ownership, registration and renewals of all internet domains and certificates;
- Provide leadership, guidance, escalation support and for the IT Infrastructure Technicians maintaining succession planning and continuity of service;
- Ensure all aspects of the School's IT infrastructure are accurately documented, and regularly updated;
- Manage and support relationships with suppliers and service providers ensuring that infrastructure needs are aligned with the School's requirements.
- Keep up to date with current and emerging trends and industry best practices;
- Support the Director of Information Technology in budget planning and forecasting by identifying infrastructure needs, requirements and opportunities.
- Work as directed by the Director of Information Technology;
- Attend internal and external training as necessary to keep up to date with the latest technology and internal system processes;
- Work within industry standard legislation, policies and procedures;
- Undertake other duties not specifically stated which from time to time are necessary without altering the nature or level of responsibility.
- All employees of Eton College are also expected to:
 - Develop a good understanding of safeguarding procedures, given all positions at Eton are classed as 'regulated activity';

Last Updated: September 2025

This role profile highlights the key tasks and responsibilities of the role, it is not designed to be an exhaustive list of duties. Roles naturally change and develop over time and it is expected that incumbents will perform tasks which are not included within their role profiles.

- Demonstrate a commitment to safeguarding and promoting the welfare of children. This includes but is not limited to completing safeguarding training as required, complying with all safeguarding procedures and ensuring any safeguarding updates issued by the College are read and understood.
- Understand and comply with procedures and legislation relating to confidentiality;
- Display a commitment to and promotion of equality, diversity and inclusion.

Skills and Competencies Required

To be successful in this role, you will need:

- Excellent knowledge of Microsoft Windows Server Operating Systems, version 2016 and later;
- Excellent knowledge of Microsoft identity and access management technologies, including Active Directory, Microsoft Entra ID and related services
- Strong technical skills including experience of physical, virtual and cloud platforms, including Microsoft 365 and Intune, with an understanding of hybrid environments;
- Knowledge of backup and recovery technologies with experience in testing and maintaining disaster recovery process;
- Competence with computer, server and peripheral hardware servicing and repairs;
- Good knowledge of networking topologies, standards, terminologies and operation;
- An excellent standard of written and oral communication;

You may enjoy this role if:

- You have the ability to work effectively within a team environment;
- You have a passion for information and communications technology;
- You are confident and willing to build on knowledge acquired to date;
- You are an excellent communicator with a friendly and helpful manner;
- You have the ability to organise and prioritise your workload and those of the IT Infrastructure Technician whilst managing changing priorities.

Working Pattern

- Your working hours will be 8am to 4pm, Monday to Friday, with one unpaid hour for lunch each day;
- 52 weeks per year;
- 21 days contractual annual leave, plus additional discretionary leave over the Christmas shut-down period (normally 3 days);
- When a bank holiday falls within a school term period, this is considered to be a working day and a day off in lieu will be given.

Disclosure Checks

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ROLE PROFILE

Eton College is committed to safeguarding and promoting the welfare of children, and applicants must be willing to undergo child protection screening appropriate to the post, including, but not limited to, reference checks with past employers, an Enhanced Disclosure from the Disclosure and Barring Service (including Barred List information), an online search and, where applicable, Prohibition checks. If you are successful in your application, you will be required to complete a DBS Disclosure Application Form. Any information disclosed will be handled in accordance with any guidance and/or Code of Practice published by the DBS. The College is exempt from the Rehabilitation of Offenders Act 1974 and therefore all convictions, cautions, reprimands and final warnings (including those which would normally be considered as “spent” under the Act) must be declared, subject to the DBS filtering rules. It is a criminal offence for any person who is barred from working with children to attempt to apply for a position at the College.

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