

Proactive Support Engineer

Salary: £34,371 - £37,617 per annum (Grade 7)

Contract type: Full-time (36.5 hours per week), Permanent

Well-known within the Welsh Education sector, WJEC is one of the leading providers of trusted qualifications across the UK.

Working under direction of the Head of Cyber Security and Infrastructure, this new role will be responsible for monitoring and maintaining the security of our IT infrastructure. They will take charge of day-to-day system maintenance, keeping up to date with advances in technology and working to mitigate against security breaches and risks to data integrity.

The ideal candidate has previous experience in an IT role, with knowledge of and an interest in cybersecurity. They will be a self-starter, comfortable generating their own workload but astute and able to recognise when digital threats need to be escalated.

The contract:

This role is a hybrid post, enabling the successful candidate to split their time between WJEC offices and working at home, subject to personal preference and business need. Role-holders should be prepared to work from our Cardiff offices at least once per week. Whilst Welsh language skills would be beneficial, they are not expected in this role.

At WJEC, we pride ourselves in being an inclusive and supportive place to work. We offer a range of excellent benefits including: 25 days annual leave per year (in addition to 16 statutory / additional holidays), free Welsh lessons, a defined benefit CARE pension scheme (LGPS) and numerous family friendly policies.

If you would like to know more about the position or about working for WJEC, please contact our HR team via HR@wjec.co.uk, who will be more than happy to speak to you.

Please visit [our website](#) to download a copy of the job description and application form.

Closing date: 23:59; Monday 07 April 2025



245 Western Avenue, Cardiff CF5, 2YX
 Tel 029 2026 5002 / 5189 / 5015
 www.wjec.co.uk

JOB DESCRIPTION

Job title	Proactive Support Engineer
Department:	IT
Section:	Technical Services
Responsible to:	Head of Cyber Security and Infrastructure Services
Grade:	7
Location:	Western Avenue
Main purpose of Job:	

The postholder will be primarily responsible for monitoring and proactive maintenance of core infrastructure systems. This will involve the management of hardware and software updates, configuration management and system policies alongside security controls.

Using infrastructure monitoring (Site 24x7) and vulnerability management (Microsoft TVM, Tenable) systems, the postholder will be responsible for ensuring that any issues are identified and remediated within defined SLA timescales, escalating issues to technical specialists where necessary.

Principal Duties and Responsibilities:

- Monitor systems and hardware functionality and undertake proactive remediation of infrastructure risks
- Implement appropriate systems monitoring processes for core infrastructure, using Site 24x7 and ensuring that issues identified are remediated within defined SLA timescales, escalating where appropriate.
- Undertake regular audits of systems, identifying when updates are required and implementing these in line with agreed processes and in a timely manner.
- Identify areas of risk and undertake proactive remediation of routine issues.
- Collaborate with others to resolve complex or novel system security issues, identifying when an issue needs to be escalated to other teams/departments.
- Ensure that all outdated software is upgraded or removed in a timely manner.
- Deploy and configure operating system software across Linux, Mac and Windows platforms according to company requirements.
- Run regular vulnerability scans in line with the vulnerability management process, identifying and remediating devices that are not compliant.
- Apply security updates following defined processes and procedures.
- Collaborate with others across the IT function to ensure security related processes and procedures remain up to date, contributing directly to our ISO27001 compliance.
- Ensure all devices are configured with Anti-Virus/Endpoint Detection and Response in accordance with company policies, proactively identifying when software updates are required and working with end-users to implement upgrades.

- Assist with routine security audits to ensure compliance with relevant standards (e.g., GDPR, ISO 27001).
- Maintain documentation on security configurations, incidents, and protocols, ensuring that any identified improvement/remedial actions are completed to a high standard
- Collaborate with internal and external auditors to ensure security best practices are in place, regularly updating in line with technological advancements.
- Be key contact for queries relating to cyber-security, escalated by the IT Helpdesk providing in-depth troubleshooting and problem solving (tier 2 equivalent) support to users and escalating where appropriate.

Other Duties

- Assist with the IT modernisation programme
- To understand and comply with all WJEC policies and procedures detailed in the Staff Handbook; in particular, ensuring you understand your role and responsibilities in relation to Safeguarding, Information Security, GDPR, Confidentiality, Welsh language and Health, Safety and Environment.
- Participate actively in supporting the principles and practice of equality of opportunity as laid down in WJEC's Equality & Diversity Policy, embedding ED&I into all projects, policies and practices.
- To be a pro-active team-member, contributing positively to meetings and projects in support of WJEC aims and objectives.
- To engage in personal and professional development activities relevant to the role.
- To undertake other duties, as required, which are commensurate with the grade of the post

Person Specification

Job title:	Endpoint Support Engineer
Department:	IT

Highly Desirable criteria are the optimum skills and experience the applicant will ideally have. Desirable criteria are those which would add value to the job if present and include potential for growth and development into the role.

Skills and Abilities

Highly desirable

- Excellent IT skills (particularly: Windows 10/11, Windows Server, Linux) and the ability to learn new software with minimal supervision.
- Good communication skills, with the ability to explain complex material to a variety of audiences.
- Problem solving, including identifying innovative solutions to complex issues.
- Self-driven, with the ability to independently plan and organise own workload to meet multiple and often conflicting deadlines.
- Able to carry out work accurately and pay attention to detail.
- An adaptable and flexible team-player.

Knowledge

Highly desirable

- Good working knowledge of several of the following:
 - Microsoft Windows and its management in an enterprise environment.
 - Infrastructure monitoring
 - Endpoint security suites (AV, EDR, encryption, application control).
 - Linux
 - Azure and AWS networking and compute
 - Networking concepts including TCP/IP, wireless networking, DNS and remote-access VPNs.
 - Cyber security concepts including phishing, malware, authentication and methods for mitigating user-centric threats.

Desirable

- Microsoft Defender TVM
- Azure ARC
- PowerShell scripting and Kusto query language.
- Vulnerability management with Tenable.io and Nessus.

Experience

Highly desirable

- Experience working within one or more of the following areas:
 - Proactive remediation within an enterprise IT environment
 - Enterprise security software management.
 - A user support environment.

Desirable

- Working with the Microsoft Defender suite.

Training / Qualifications

Desirable

- Qualified in endpoint support, networking, cyber security or Microsoft technologies (examples: CompTIA A+, Network+, GIAC GSEC, Cisco CCNA or relevant Microsoft certificate).
- Evidence of an aptitude for self-directed learning, utilising resources provided.

Telerau ac Amodau Gwasanaeth		Terms and Conditions of Service	
Teitl y Swydd: Job Title:	Peiriannydd Cefnogi Rhagweithiol/ Proactive Support Engineer		
Cyfllog: Salary:	£34,371 - £37,617 y flwyddyn/ per annum	Gradd: Grade:	7
Gwyliau Blynyddol: Annual Leave:	25 Diwrnod y flwyddyn. Mae CBAC yn caniatáu 16 o ddyddiau statudol/ychwanegol o wyliau yn ogystal ar hyn o bryd. 25 Days per annum. In addition, the WJEC currently allows 16 statutory / additional holidays		
Pensiwn: Pension:	Gweithredir darpariaeth y Ddeddf Bensiwn Llywodraeth Leol The provision of the Local Government Superannuation Act apply		
Math o Gytundeb:		Contract Type:	
<input checked="" type="checkbox"/> Llawn-amser / Full Time <input type="checkbox"/> Rhan-amser / Part Time <input type="checkbox"/> Llawn-amser Tymor Cyfyngedig / Full Time Limited Term <input type="checkbox"/> Rhan-amser Tymor Cyfyngedig / Part Time Limited Term		Nifer yr oriau yr wythnos No of hrs per week Diwedd y Tymor End of Term Diwedd y Tymor / / End of Term Nifer yr oriau yr wythnos No of hrs per week	
Dull Ymgeisio:		Method of Application:	
<p>Dylid anfon ffurflenni wedi'u llenwi ar e-bost at ad@cbac.co.uk erbyn 23:59; dydd Llun 07 Ebrill 2025.</p> <p>Completed forms should be sent by email to hr@wjec.co.uk by 23:59; Monday 07 April 2025.</p>			