**Job Description for IT Service Manager**

**Job Title: IT Service Manager**

**Reporting to: Head of Schools’ IT Strategy**

**Responsible for: The United Learning Greater Manchester IT Service**

**Role Purpose:** To be responsible for delivering, maintaining and supporting technology in Academies taking the IT Service. Managing the staff within the service, including their activity, performance and development. Ensuring that technology is effective in supporting the raising of educational standards across all Academies taking the IT Service.

**Key Responsibilities**

* Overall management responsibility for the IT Service’s delivery, performance and staff across the Academies, maintaining a clear overview of the deployment, skillset, capability, capacity and development needs of the team.
* Reporting to the United Learning Head of Schools’ IT Strategy, being responsible for the operational management of IT Services that support teaching and learning, business and administrative functions across the Academies within the IT Service.
* Monthly reporting to each academy Business Manager/ Academy Senior Leader on the associated work of the IT Service to that individual academy.
* Direct line management responsibility for Deputy IT Service Manager, Lead Technician and identified Technicians.
* Oversee the provision of the Management Information Systems and other critical administrative systems used within the Academies to ensure high availability and suitable performance. Liaise with third parties where necessary to provide a single point of contact.
* Write/ review and implement all IT related policies, most crucially the Acceptable Use Policy, Data Security Policy, Disaster Recovery/ Business Continuity policies and any expert input required for Safeguarding.
* Provide academy leaders with strategic guidance on how technology systems should be developed to support their educational aims. Develop existing systems, designing and implementing new systems and associated technologies across the Academies within the IT Service, to ensure ongoing affordability and fitness for purpose.

**Specific Duties**

**Strategy and Planning**

* Supply Academies’ SLTs with technical and policy advice to move forward their strategic ambitions and to mitigate identified risks to operations, creating a Strategic Development Plan for technology.
* Provide assurance to Business Managers and Senior Leadership Teams on the risk status of their IT infrastructure and equipment against the United Learning Technical Assurance Framework.
* Work with Business Managers and Finance Business Partners to produce an accurate, timely and achievable IT Refresh Strategy to inform the annual budget cycle and 5-year planning.
* Plan for major developments of the Academies’ IT provision and project manage these implementations.
* Make use of the cluster’s scale to achieve procurement economies when buying hardware.
* Assess needs and recommend any external support arrangements and contracts required to deliver an effective IT service in each academy.
* Develop, maintain and test a comprehensive Disaster Recovery policy and plan for each academy.
* Develop and implement effective backup strategies sufficient to ensure legal and operational requirements are met, both onsite and offsite.
* Develop and implement an effective software/ firmware update strategy to ensure that all servers and devices have the appropriate updates applied to minimise security risks.
* Develop and implement an effective Security Policy in terms of user accounts, filtering, monitoring and reporting/ action, based on best practice advice from United Learning.
* Revise as required and implement an Acceptable Use Policy for staff, students and visitors to work alongside the Security Policy.
* Develop and implement a suitable Bring Your Own Device (BYOD) Policy for staff and/ or students, to work in tandem with the AUP and Security Policy.

**Service Operation**

* Operate an effective Helpdesk system across the IT Service, both by email and by telephone.
* Manage the IT Service’s response to Helpdesk requests, balancing operational imperatives with strategic activities.
* Ensure high-performing, customer-focused, suitably experienced and qualified technical staff are available (physically and virtually) to meet its business needs of each academy.
* Operate the IT Service as a team, ensuring training and development of its own staff to impact directly on the robustness and efficacy of services provided to academy students, teachers and administration staff.
* Advise/ work alongside Business Managers on all technical procurements, including telecoms, print estate and reprographics.
* Manage and periodically review all external third party IT suppliers/ services, providing a single point of contact for academy staff.
* Produce and analyse separate incident and problem reports for management and service improvement purposes.
* Provide third line support for more complex requests and incidents.
* Advise academy leadership teams on staff CPD requirements, based on support log analysis.
* Manage the allocated IT operational and capital budgets, observing IT financial management processes required by United Learning.
* Support, assist and train as required all staff, students and visitors as deemed appropriate by the Academies.
* Actively monitor academy and United Learning advice on health and safety, implementing relevant health and safety procedures and ensure that all IT users at the Academies follow best practice.
* Formally report both in writing and in person, on a monthly basis, the performance of the support service against identified metrics and highlight risks, opportunities, areas for improvement and successes.

**IT estate**

* Support, maintain and develop all IT hardware and software resources used by the Academies without exception, subject to local exclusions which the SLT wishes to make (e.g. Hall AV).
* Develop and maintain system documentation to an appropriate level, including a full network and server topography, to support future development, Disaster Recovery and Business Continuity.
* Test and prove the efficacy of the backup procedures on a scheduled basis.
* Actively maintain and monitor the anti-virus /anti-malware provision and overall security of the IT systems on a daily basis to ensure the integrity of data, systems and resources.
* Maintain an accurate and up-to-date hardware asset register which is used to inform the IT Refresh Strategy and Strategic Development Plan, in line with the annual budget cycle.
* Maintain an accurate and up-to-date software register, including license details, renewal dates and costs, which is used to inform the IT Refresh Strategy and Strategic Development Plan, in line with the annual budget cycle.
* Advise, procure, test and deploy hardware, curriculum and administrative software as required across the IT estate in a timely fashion.
* Design and implement improvements to infrastructure to meet the Academies’ requirements, both wired and wireless.
* Manage active network components including switches, routers.
* Manage remote access to the Academies’ IT systems as required.
* Manage Wide Area Network links in conjunction with United Learning and third parties.
* Install additional servers and upgrade the network operating system.
* Maintain internet filtering systems.
* Ensure the IT Service team update inventory records for new hardware and software in a timely manner as they are received.
* Ensuring all assets are disposed of in accordance with WEEE regulations, in agreement and signed off by a member of Senior Management.
* Create and implement a system which manages the loan and return of equipment to employees.

**Personal IT Competences**

* Advanced skills in the management and troubleshooting of networked systems.
* Regularly access key educational technology web sites, trade shows and United Learning sources of expertise/ information to keep abreast of changes and development and inform others as appropriate.
* Knowledgeable in effective service management (FITS/ ITIL or similar).
* Knowledge of and interest in hybrid cloud and cloud only infrastructures.

**General**

* Develop excellent working relationships with colleagues internally, centrally and externally.
* Be an effective and flexible member of the IT Service team.
* Uphold Academies’ policies and procedures at all times.
* Ensure any documentation produced is to a high standard and is in line with the in-house style.
* Be aware of and comply with policies and procedures relating to safeguarding, child protection, health, safety and security, confidentiality and data protection, reporting all concerns to the appropriate person.
* Participate in training and other learning activities as required.
* Participate in the Performance Management process.
* Provide appropriate guidance and supervision and assist in the training and development of staff as appropriate.
* To represent the Academies at events as appropriate.
* To support and promote the Academies’ and United Learnings ethos, playing a part in strengthening relationships between schools in the cluster, and between the cluster and Central Office.
* To undertake any other duties and responsibilities as reasonably required.

This post may involve both evening and weekend work and the post holder will need to demonstrate a large degree of flexibility and willingness to work unsocial hours. The need to adapt working hours around the business need of the academy is an expectancy of the job role.

The information contained above is to help staff understand and appreciate the work content of their post and the role they are to play in the organisation. However, it should be noted that whilst every effort has been made to outline all the duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings have therefore been used, in which case all the usual associated duties are included in this job description.

This job description will be reviewed annually as part of the performance management process and may be subject to amendment or modification at any time after consultation with the post holder.

Elements of this job description and changes to it may be negotiated at the request of either the Head of Schools’ IT Strategy or the incumbent of the post.

I accept the above amendments to my job description and job title as detailed above.

Name (Print) …………………………………………………………………………...

Signed ……………………………………………………………………………

Date ……………………………………………………………………………