



## Job Description

Post title	IT SERVICES MANAGER
Academy	Haberdashers' Aske's Knights Academy
Grade	Scale 8 - £34,536 - £37,322 52 weeks per annum 25 days paid holiday
Responsible to	Assistant Principal ETAP

### Summary of the overall purpose of the job

The IT services manager will take overall responsibility for the day-to-day operation of the IT support service across the schools, ensure that the appropriate service levels are maintained, and the service is aligned to user needs.

The IT services manager will be accountable for the delivery of the school's IT strategy including both day-to-day support and development work. They will be responsible and accountable for developing, managing, and implementing all IT services projects.

The successful candidate must work collaboratively with all key stakeholders to understand their technology requirements. The candidate will also manage and support all members of the school's IT services team.

### Key responsibilities and objectives of the job

#### Operational Duties

Responsible for:

- Managing all aspects of IT services across the schools, including day-to-day support and larger development work in line with quality expectations.
- Managing the IT helpdesk and ensuring that all requests for IT support are actioned in accordance with helpdesk procedures and priorities.
- Delivering day-to-day IT support to all users, and addressing any ongoing or recurring issues impacting the service.
- Monitor the systems and services at the school in collaboration with the Federation IT team to ensure the IT service provided is in line with each school's requirements and senior leadership quality expectations.
- Providing a high quality IT service to each school, including regular visits to each site.

- Developing, embedding and managing methods of working practices including proactive IT support.
- Managing and supporting all members of the IT services team.
- Maintaining the relationship with both Federation and school specific third party suppliers, in order to ensure any issues impacting IT services at the school are resolved.
- Encourage users to adopt good IT practice and ensure correct and appropriate use of equipment.
- Developing IT policies, processes, and procedures to be used across the school in collaboration with all key stakeholders.
- Working collaboratively with teaching and learning and business support staff to understand their on-going technology requirements.
- Providing regular input to the IT vision and strategy ensuring it meets the school's requirements and is viable from a technical and IT support perspective.
- Taking a leading role in all annual planning processes relating to IT.
- Analysing resource requests to ensure that appropriate solutions are recommended.
- IT budget creation and management, ensuring internal procurement process is followed for all purchases; that relevant records are kept and reports can be issued to leadership as and when requested.
- Responsible for reporting monthly to senior leadership on day-to-day operations (including helpdesk statistics) and any development work.

### **Project and Development Duties**

Responsible for:

- Identifying, scoping and planning key projects as a result of identified user needs, including budgets and management reporting.
- Managing the delivery of projects utilising appropriate project management methodologies.
- Working with third party suppliers to scope, assure, and implement school-specific systems and services.
- Driving personal continued professional development, in line with the school's CPD model and IT requirements.
- Creating and supporting the professional development of all members of the IT support team at the school.

## **Experience and Knowledge**

Experience with:

- Managing IT service offering, in a multi-site environment.
- Scoping, assuring, and managing IT systems and infrastructure.
- Managing and developing IT services and staff using relevant IT service management methodologies such as ITIL.
- Implementing best practice, standards, and statutory requirements.

## **Skills and Aptitudes**

Able to:

- Identify and meet the needs of all key stakeholders in order to deliver a high quality service.
- Balance and prioritise large quantities of concurrent deliverables.
- Provide direction and coaching to others to enable achievement of objectives.
- Assign work to others, supporting and empowering them while maintaining accountability.
- Discuss and explain technical issues to non-technical key stakeholders.
- Take a long- term view and develop successful strategies through effective planning.
- Learn new technologies outside of traditional practice, and make recommendations on how they should be incorporated based on the strategic requirements.
- Analyse issues, make informed judgments, take appropriate action and accept responsibility for results.

Please note

This job description reflects the core activities of the role and as the Federation and the post-holder develop there will inevitably be changes in the emphasis of duties. It is expected that the post-holder recognise this and adopt a flexible approach to work and be willing to participate in training.

If changes to the job become significant, the job description should be reviewed formally by the post-holder and line manager.