HEALTH FUTURES UTC

JOB DESCRIPTION

Job Title: IT Network Manager

Accountable to: Principal

Reports to: Director of Operations

The UTC seeks a dynamic, customer focussed individual who is capable of liaising with teachers and support staff to offer first class IT support service.

Key Purpose:

The IT Network Manager is responsible for leading, managing and supporting all technical aspects of both curriculum and administrative IT functions within the UTC, working closely with the IT Support Service Contractors.

The UTC has a fleet of MS windows based computers and Apple and Android mobile devices, providing curriculum and administrative support, via wired and wireless Server based networks. Additional equipment, including but not limited to CCTV, Triple Play Screens, 4D immersive space and audio-visual systems fall under the remit of the IT Network Manager.

Key Roles and Responsibilities:

- Maintain and update the UTC's IT strategy, in consultation with the IT Support Service Contractors, based on the UTC's educational and business needs. Communicate to staff, providing guidance and assistance as required so that users can optimise the use of the UTC's IT provision.

- Plan for major developments of the IT service and project manage their implementation.

- Following consultation with the IT Support Service Contractors, Director of Operations and SLT, draw up the proposed annual IT budget, recommending the priorities for spending and investment over the short, medium and long term.

- Provide first-line support of UTC IT hardware and software, in line with the UTC's IT policy.

- Support a distributed installed base of Laptop and Desktop PC's, mobile devices, printers, and classroom/teaching equipment in a wired and wireless environment.

- Resolve day-to-day IT issues for teaching and administrative staff.

- Plan and implement scheduled (preventative) hardware maintenance.

- Plan and implement scheduled hardware and software upgrades.

- Install and commission new hardware and software.

- Maintain accurate records, including asset registers, software licences, service contracts, help desk tickets, installations and upgrades.

- Ensure, in conjunction with the IT Support Service Contractors and the Data Protection Officer, that the UTC remains compliant with GDPR criteria and legislation including, but not exclusive to, internet filtering and data storage with respect to Keeping Children Safe in Education documentation and General Data Protection Regulations.

- Liaise with external suppliers and providers of contracts, products and services.

- Be responsible for the welfare and safeguarding of students whilst maintaining confidentiality and sensitivity to a student's needs but have regard to the safeguarding procedures of the UTC.

- To ensure that all networks within the school operate efficiently and effectively. To assist and liaise with external organisations as required to achieve this.

- To acquire and maintain a basic understanding of the installation and operation of the hardware and software provided for all purposes in the school.

- To undertake appropriate technical and professional training related to your responsibilities.

- To be familiar with and use as necessary software packages for virus detection, Microsoft operating systems and PC hardware.

- To be aware of and comply with the need for strict confidentiality and security of all ICT systems and personal records and to be aware of and comply with all relevant legislation.

- To maintain integrated school systems such as cashless catering (including thumb / finger scans), on-line examinations, digital signage, BMS, CCTV, card entry and helpdesk as instructed by line manager.

- To maintain ICT suites and classroom PCs in terms of hardware and cleanliness. To assist with the maintenance, repair and upkeep of hardware or equipment as required, ensuring all systems within the school function efficiently.

- To arrange for the appropriate authorisation prior to the external repair of equipment and subsequent collection and return.

- To maintain systems and software settings where appropriate or necessary and to advise on operating procedures.

- To offer staff and student support in providing induction to staff on new systems or software and advice as required.

- To set up areas of the school for assemblies, meetings, etc. when required.

- To support out of hours school events with audio and video technology.

Performance Management

- Participating in the UTC's arrangements for performance management, professional development and arrangements for quality assurance and internal verification.

Context

- All staff are part of the whole UTC team. Each individual is required to support the values and ethos of the UTC and UTC priorities as defined in the UTC Improvement Plan. This will mean focusing on the needs of colleagues, parents and students and being flexible in a demanding environment.

Miscellaneous

- To undertake any further tasks which could be reasonably expected by the UTC.

- The Data Protection Act 1998 renders an individual liable for prosecution in the event of an unauthorised disclosure of information.