

JOHN LEGGOTT COLLEGE

JOB DESCRIPTION



JOB TITLE: IT Manager

REPORTS TO: Senior management team (SMT)

HOURS: 37 hours per week

WORK PATTERN: Full Time

Purpose of the role:

To have responsibility for the smooth running and operation and development of the college's network infrastructure and associated systems and services ensuring a disaster recovery plan is in place to cover this service and provision and provide business continuity. Responsibility for the maintenance and auditing of the above along with troubleshooting and resolution of any faults / issues arising.

To work with the Senior Management Team (SMT), (along with other strategic stakeholders) to understand the needs and requirements of the college and to ensure that the needs of key stakeholders are met into the future. The IT Manager will work with key stakeholders and Learning Resource managers assisting in the development, planning and implementation of systems and a strategic direction.

To have line-management responsibilities for a small team of IT staff consisting of the Network Administrative Officer and the IT Support Assistant and liaise with a member of the (SMT).

Key responsibilities:

- To understand the needs of key stakeholders to ensure the IT Network meets the requirements of the college into the future.
- To be able to advise the decision making of the College Directorate.
- Ensure the protection and delivery of data and systems is undertaken.
- Responsibility for Network Maintenance, including licensing and maintenance contracts; troubleshooting problems and ensuring smooth running of the network.
- Responsibility for the Management and Administration of all network services including, but not limited to, Exchange, SQL, Active Directory, Group Policy and virtualised environments HyperV and Remote Desktop services, and any associated Cloud based services and systems such as MS 365, also to manage and maintain Moodle, and other systems in place at the college.
- Involvement in strategic network and IT Services related development issues.
- Responsibility for the creation, administration and removal of network user accounts.
- Responsibility for the implementation of the backup strategy and disaster recovery and maintain the virus defense and filtering system.
- Responsibility for login scripting and Visual Basic scripting to keep the network running efficiently.
- Management of the day to day maintenance and upkeep of the IT Services estate and resolution of customer tasks logged via the support system (Technical team related).
- Maintaining the integrity of network security.
- Managing the development of the infrastructure and networking of John Leggott College.
- Liaising with external support companies and software companies to solve problems quickly.
- Working with a member of the SMT to achieve project goals and timescales.

- Responsible for line management of the Network Administrative Officer and IT Support Assistant.
- Co-operating with the TfL Manager to balance the workload and tasks of the TfL & IT Support Officer.

To generally assist in the smooth running and provision of excellent customer service; practically within the LRC areas by;

- Producing general IT help materials for the use of IT hardware and software.
- Training of college staff on IT related issues.
- To provide one-to-one assistance for any user, staff or student, of IT hardware and software in the IT Study Zones.
- Be responsible for the support customer side hardware and software.
- To undertake and support the general running of the IT Services department within college.
- To respond to phone calls for assistance from staff in the college giving assistance remotely over the phone or by remote assistance at the computer screen.
- To log incidents on the College incident database where problems cannot be solved over the phone.
- To liaise with staff who have directed students to the Open Access Areas.
- To assist in the maintenance of a safe, orderly and secure working environment.
- To develop the operation of the Helpdesk finding ways of improving the service offered by the IT Services to staff and students.
- Supervision of the Portal IT Study area.

In addition to the above mentioned attributes the successful candidate will be expected to:

- Support effective safeguarding of all young people throughout the College.
- Attend as necessary, meetings of all College Staff.
- Demonstrate commitment to own continuous professional development.
- Demonstrate positive behaviours and day to day commitment to the College's strategic plan.
- Adhere to College policies and procedures e.g. Equality and Diversity; Health and Safety.
- Undertake any such other duties as may be required, commensurate with the post which do not change the character or purpose of the post which are necessary to maintain outstanding standards.

The job description is an outline of the key tasks and responsibilities and is not intended as an exhaustive list. The job may change over time to reflect the changing needs of the College, as well as the personal development needs of the post holder.

We strive for equality throughout the college and positively encourage applications from all sections of the community. The College has a strong commitment to safeguarding and promoting the welfare of young people and vulnerable adults and all appointments are subject to an enhanced DBS clearance.

Employee signature: Date:

Line manager signature: Date: