**BARKING ABBEY SCHOOL**

**A Specialist Sports College**

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**JOB DESCRIPTION**

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| --- | --- |
| **Job Title** | **Assistant ICT Manager** |
| **Grade** | **SO1** |
| **Department** | **ICT and Network Infrastructure** |
| **Location** | **Sandringham and Longbridge** |
| **Line Manager** | **Head of Operations** |
| **Line Management of** | **N/A** |

**Purpose of the role**

The Assistant IT Manager will support the Head of Operations in the operational management of all network and ICT systems across the school to ensure the best possible outcomes for all students.

The following indicate some of the principal tasks and responsibilities:

**Main Responsibilities**

**ICT and Network Infrastructure**

* To support the Head of Operations in the management of the school’s ICT systems, phone system, services and resources and ensure the integrity of all school data.
* To provide daily management advice on the management of ICT across the school and ensure that structures and resources meet the school’s curriculum and administration needs.
* To provide and manage top level support to all users on the school network.
* To manage, develop and document the curriculum and administrative ICT systems within the school: servers, hardware, operating systems, network infrastructure and software applications.
* To support the Head of Operations in overseeing all the technical aspects of the school’s ICT resources; providing strategic advice on procurement, networking, purchasing, and managed services with contractors and external consultants.
* To take responsibility for the daily management and supervision of all changes made to the school’s telephone systems.
* To have knowledge and understanding of Health and Safety, software; licensing, data protection and other legislation that relates to ICT.
* To test and evaluate new ICT systems (software and hardware) and make product recommendations to the senior leadership team.
* To co-ordinate the configuration of new and existing hardware and software.
* To assist the Head of Operations in the co-ordination of the regular and systematic routine maintenance of servers, workstations and network infrastructure to maximise their life expectancy, functionality, security and ensure Health and Safety standards are met.
* To investigate reported faults, maintain records of faults and the undertaking of minor repair work where appropriate or operate agreed procedures should third party repair be required.
* To liaise with staff, hardware and software suppliers and support engineers.

**Data Management**

* To ensure the regular and systematic backup of data, secure storage and recovery of systems data.
* To support the Head of Operations to ensure that the school’s computer networks are secure and protected from internal and external threat.
* To ensure that the creation, modification and deletion of users, groups and rights assignment across the school's ICT systems is carried out efficiently.
* To support the Head of Operations in the implementation of whole-school policies on data protection, ICT resource management, and Acceptable Use Policies (AUPs).
* To assist the Head of Operations in the coordination of asset management across all IT equipment and to co-ordinate security marking to minimise the possibility of theft or damage to equipment.
* To manage the maintenance of all AV systems within the classrooms; associated hardware and services and ensuring high availability to maximise teacher effectiveness.
* To ensure that the school’s hardware and software comply with relevant legislation and regulations.
* To ensure the operating systems installed are protected with suitable anti-virus software and operating system patches.
* To oversee the implementation Firewall and other network security systems.
* To provide training and support in the effective use of relevant hardware and software in use within the school.
* To coordinate the school’s printer management, including consumables ordering and services calls.
* To oversee the installation of new software and performing upgrades when needed on existing programs or operating systems.
* To assist the Head of Operations in producing analysis of resource utilisation within the school.

**Health and Safety including Site Security**

* To manage and control the policy and procedures for issuing access control ID cards for new students and staff.
* To implement and manage security policy for access control systems.
* To access and retrieve footage from CCTV systems when requested by authorised senior staff or the police.
* To make sure access to CCTV is compliant with data protection policy.
* To report faults and liaise with contractors when upgrades are needed to ensure smooth implementation.
* To ensure that access to sensitive systems is only granted to correct staff and that they are fully aware of their responsibilities under data protection policy.

**Virtual Learning Environment**

* To lead on the daily administration and maintenance of the VLE and Intranet systems, in particular the maintenance and configuration of Moodle.
* To assist users in the uploading of learning materials to the servers; troubleshooting problems with VLE functions; assisting with Web page design and housekeeping.
* To provide help and assistance to Moodle users including delivering short training sessions.
* To provide self-help resources in the form of user guides, videos and tutorials hosted on the VLE.
* Working with curriculum staff on the creation of learning materials for upload to Moodle and the intranet.
* To start investigating moving to new, more powerful, collaborative services such as SharePoint and Office 365.

**Safeguarding**

* To be alert to issues of safeguarding and child protection and to report any issues that arise in line with the school’s safeguarding policy.
* Be aware of recent changes and developments in legislation and advice regarding the safe use of new technologies and update colleagues as appropriate.
* To assist the Head of Operations in the promotion of E-Safety issues and offer advice to staff and students where necessary on how to stay safe online.
* To support the Head of Operations in the management and control the schools web filtering and monitoring policies.
* To support senior staff to implement the school’s policy regarding personal mobile devices, including searching them for unsuitable content within agreed parameters as requested by senior staff or the school police officer.

**Other duties**

* Always to perform duties in all elements of the role in a professional manner and with integrity, mindful of confidentiality as appropriate.
* To be committed to, and comply with, all school policies.
* To comply with all provisions of the Health and Safety at Work Act 1974, any other relevant legislation and with all school and Local Authority Policy and Practice relating to Health and Safety at Work.
* To manage both internal and external relationships, striving for excellence in stakeholder satisfaction.

**General Accountabilities**

* Ensure compliance with appropriate legislation, School and Council Policies, Standing Orders, Financial Regulations and other requirements of the Council.
* Undertake a proactive, committed approach towards the School’s Best Value ethos.
* Ensure compliance with and actively promote the School Equalities policy.
* Ensure compliance with and actively promote Health and Safety at work legislation, School and Council Health and Safety policies and procedures.
* Comply with the all current employment legislation, local authority requirements and school policies and procedures.
* Take responsibility for continuing self-development and participate in training and development activities.

The above-mentioned duties are neither exclusive nor exhaustive and the post holder may be called upon to carry out such other appropriate duties as may be required by the Head Teacher within the grading level of the post and the competence of the post holder.

The school will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

This job description is current at the date below but will be reviewed on an annual basis and, following consultation with you, may be changed to reflect or anticipate changes in the job requirements which are commensurate with the job title and grade.

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| --- | --- | --- | --- |
| Employees Signature |  | Date |  |
| Line Managers Job Title |  | Date |  |

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# PERSON SPECIFICATION

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| --- | --- | --- | --- | --- | --- | --- |
| **Skills & Abilities** | **Criteria** | **Essential**  **Essential** | **Desirable**  **Desirable** | **Assessment Method**  Application **A**  Interview **I**  Task **T** | | |
| **A** | **I** | **T** |
| The ability to communicate effectively at all levels, both verbally and in writing. | ✓ |  |  | ✓ |  |
| Ability to prioritise technical problems  and fix accordingly. | ✓ |  |  | ✓ |  |
| Ability to research technical problems  and develop a relevant solution. | ✓ |  |  | ✓ |  |
| Ability to explain technical  information to non-technical people. | ✓ |  |  | ✓ |  |
| Ability to multitask. | ✓ |  |  | ✓ |  |
| Good interpersonal and organisational skills. | ✓ |  |  | ✓ |  |
| Ability to work under pressure and to meet deadlines. | ✓ |  |  | ✓ | ✓ |
| Understanding the need to use discretion and respect confidentiality. | ✓ |  |  | ✓ |  |
| Ability to adapt and respond to a variety of situations. | ✓ |  |  | ✓ |  |
| Ability to provide attention to detail. | ✓ |  | ✓ | ✓ |  |
| Ability to use own initiative and work as part of a team or independently without constant supervision. | ✓ |  |  | ✓ |  |
| Ability to work effectively with other  staff up to management level. | ✓ |  |  | ✓ |  |
| **Qualifications** | Degree or equivalent in an ICT related  qualification or relevant experience. | ✓ |  | ✓ |  |  |
| Possession of or willingness to work towards a qualification in Network Switching, VMware or MS Server. |  | ✓ | ✓ |  |  |
| Evidence of Continuing Professional Development. |  | ✓ | ✓ |  |  |
| **Experience & Knowledge** | Excellent computer literacy, covering a wide breadth of systems from servers to end user software and hardware. | ✓ |  |  |  | ✓ |
| Basic understanding of switching technology and HP/Cisco programming. | ✓ |  |  |  | ✓ |
| In depth knowledge of windows server systems, including Active Directory, DHCP, DNS etc. | ✓ |  |  |  | ✓ |
| Excellent knowledge of Microsoft Word, Excel, Email, Internettechnologies. | ✓ |  |  |  | ✓ |
| Working knowledge of database systems. | ✓ |  |  |  | ✓ |
| Knowledge of routine office procedures and systems. | ✓ |  |  | ✓ |  |
| Experience of working in a small team. | ✓ |  | ✓ |  |  |
| Experience of working in a helpdesk environment supporting backend servers through to end users. | ✓ |  | ✓ |  |  |
| Experience of using and troubleshooting  Windows and Office. | ✓ |  | ✓ | ✓ |  |
| Experience of administering Windows  Server software. | ✓ |  | ✓ | ✓ |  |
| Experience of troubleshooting  PC’s/printers/software/projectors. | ✓ |  | ✓ | ✓ |  |
| Experience of troubleshooting  network related problems. | ✓ |  | ✓ | ✓ |  |
| Willing to learn new technologies. | ✓ |  |  | ✓ |  |
| Previous experience of Capita SIMS school MIS package. |  | ✓ | ✓ | ✓ |  |
| Previous experience working in a secondary school environment. |  | ✓ | ✓ |  |  |
| Experience of server virtualisation. |  | ✓ | ✓ |  |  |
| Working knowledge of Veeam backup. |  | ✓ | ✓ |  |  |
| Working knowledge of Powershell scripting language. |  | ✓ | ✓ |  |  |
| Working knowledge of Office 365. |  | ✓ | ✓ |  |  |
| Extensive knowledge of E Safety within a secondary school setting. |  | ✓ | ✓ |  |  |
| A working knowledge of Health and Safety legislation. |  | ✓ | ✓ | ✓ |  |
| **Attitude & Personal Qualities** | Possess a sense of humour, sensitivity, tact and diplomacy. | ✓ |  |  | ✓ |  |
| Ability to learn quickly. | ✓ |  |  | ✓ |  |
| Shows initiative, is a starter-finisher, with good personal, administrative and time –management skills. | ✓ |  |  | ✓ |  |
| Has a clear set of moral values that fit well within those of the school. | ✓ |  |  | ✓ |  |
| Honesty and Integrity. | ✓ |  |  | ✓ |  |
| Understanding the need to use discretion and respect confidentiality. | ✓ |  |  | ✓ |  |
| Commitment to safeguarding and promoting the welfare of children and young people. | ✓ |  |  | ✓ |  |
| Understanding of the requirements of data protection and disclosure of information. | ✓ |  |  | ✓ |  |
| Ability to demonstrate an awareness of equality and diversity and to promote these through working practices. | ✓ |  |  | ✓ |  |
| Willingness to attend evening meetings as and when the need arises. |  | ✓ |  | ✓ |  |
| Awareness and commitment to the Equal Opportunities Policy. | ✓ |  |  | ✓ |  |
| Ability to support and contribute to the development of equality of opportunity and access within the School. | ✓ |  |  | ✓ |  |
| Ability to work flexibly and outside of normal school hours. |  | ✓ |  | ✓ |  |
| Current driving licence and car for travel and transport between school sites. |  | ✓ | ✓ |  |  |

Barking Abbey is committed to safeguarding and promoting the welfare of children and is an Equal Opportunities Employer.

This post is exempt from the Rehabilitation of Offenders Act 1974 and a comprehensive screening process, including a Disclosure & Barring check, will be undertaken on all successful applicants.