



Thomas's London Day Schools

Job Description

Senior IT Manager

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| Controls: | Assistant IT Manager – Support; 3 rd Line Support Specialist; Database and Content Manager; Customer Services Administrator |
| Responsible for: | 5 x IT Support specialists; 1 x IT Apprentice Total of 10 employees |
| Works at: | Thomas's London Day Schools IT Office, Red Lion Square, London, SW18 4LS |
| Serves: | School Communities of:- Thomas's Battersea , 28-40 Battersea High Street, Battersea, SW11 3JB Thomas's Clapham , Broomwood Road, Clapham, SW11 6JZ Thomas's Fulham , Hugon Road, Fulham, SW6 3ES Thomas's Kensington , 17-19 Cottessmore Gardens, W8 5PR; 39-41 Victoria Road, W8 5RJ & The Annexe, St Alban's Grove, W8 5BP. Thomas's Academy , New Kings Road, Fulham SW6 4LY Thomas's Kindergarten , St Mary's Church, Battersea, SW11 3NA Thomas's Accounts Office , Southampton Road, Ringwood, Hampshire, BH24 1HE |
| Liaises with: | Heads of all Schools (6), Heads of Academics (4), Finance Manager (1), Personnel Manager (1), Digital Leads (4), Directors of IT (4), School Administration Managers (4), Heads of PTA (4) |
| Serves: | School community of 2,300 pupils, 4,000+ parents and 400 full time staff |
| Responsible for: | IT budget in excess of £1,400,000. 1,000 PC terminals and 3 networks |
| Reports to: | Executive Principals |

Summary of the role:

Thomas's London Day Schools was established in 1977 and now comprises of a family owned group of four independent day schools, one state primary academy and one kindergarten served by centralised Finance, Personnel, Legal, Transport, Maintenance and IT departments. All five independent schools are judged by Ofsted to be offering an education of outstanding quality in all areas.

IT is delivered by a dedicated team of 11 IT professionals, led by the Senior IT Manager, as a service underpinning all Administration for the effective and efficient running of the organisation.

IT is also integrated into education across over one hundred classrooms on seven sites for creative teaching practices. It is vital for this individual to have a complete understanding of the IT needs in an educational environment in the 21st century. Previous experience of education is essential as is working successfully within this scale of organisation.

The Senior IT Manager will manage a team of employees and will ultimately be responsible for IT in all areas of the organisation. Thomas's demand for educational technology continues to increase at a significant rate serving highly IT literate pupils, parents and increasingly staff. It underpins every activity undertaken within the first class group of schools and the Senior IT Manager is expected to be a key driving force behind future successes.

The Senior IT Manager is expected to cater for the technology requirements of both teaching and administrative staff by directing the IT team and driving the technology forward whilst maintaining stability throughout.

Key Roles and Responsibilities

1) Deliver Support for Creative Teaching

- a) Accrued knowledge of the role of technology within education especially in relation to Blended Learning and Apple products.
- b) Track record of working with teachers to facilitate its roll out over multi-school sites over an extended period.
- c) A track record of specifying, implementing, and delivering best practice classroom environments during extended refurbishment programmes.
- d) Liaise with users (all staff, pupils and parents) to clarify IT requirements and development needs. Deliver them.
- e) Research, procure, project plan and implement new IT teaching systems in the organisation for creative and new teaching practises.

2) Efficient Effective Practices

- a) Proven management experience running a team across sites delivering solutions which enhance communication and information flow between and within the school communities of pupils, parents, staff and suppliers.
- b) Intimate advance knowledge of what constitutes these expectations and a proven ability to manage the team to deliver them.
- c) Known knowledge of academic reporting data requirements and expectations of a first class group of schools.
- d) Experience of running Help desk and customer relations management to levels of service expected of a first class group of schools.
- e) Technical knowledge to plan and implement network operations and future upgrades to underpin reliable delivery of the technology.
- f) Knowledge to ensure permanent compliance with lawful and correct access to information within an educational environment.
- g) Plan, coordinate and manage the IT provision of Thomas's London Day Schools with a total focus on the needs of educational specialists, the demands of creative pupil learning and the expectations of efficient and effective service for a highly demanding parent body.
- h) Take responsibility for managing the continued development of the whole IT provision including user support, network operations, service delivery and quality control.
- i) Ensure service delivery and quality control of IT support.
- j) Ensure effective replacement and redundancy cycles for equipment are maintained.
- k) Give direction and facilitate training both in-house and externally for all IT team members, auditing staff skills where appropriate, including facilitating the mentoring of the IT Apprentice. Monitor and record all IT staff training and qualifications obtained.
- l) Lead the financial planning in conjunction with the Finance Manager to deliver best value and products.
- m) Report on IT activities across the group to senior management and the parent body.
- n) Management experience in the cost effective delivery of all of the above.

3) Teaching Computing

- a) The ability to communicate and strategise with Senior Leaders across the schools to provide current knowledge and efficient best practice in support of teaching computing from Reception to Year 8.
- b) The ability to be able to organise and deliver their requirements.
- c) Maintain up to date in depth knowledge of new IT trends in corporate and education to ensure the continued up to date deployment of these technologies in the organisation.

Experience -Essential / Qualifications

Successful track record for delivery of the following is an essential prerequisite of this vital post:-

- Previous experience leading IT services within an educational setting.
- Multi-platform (Apple and Microsoft) integration of mobile and fixed devices in a 21st Century Blended Learning school environment.
- One to one deployment of mobile devices to pupils in a school.
- Critical service delivery to the school community with on-line systems such as Management Information Systems, Virtual Learning Environments, School Communication Systems, Activities Management and on-line bookings.
- Good understanding and up to date knowledge of IT security in terms of Safeguarding, Prevent Duty and On-line safety to comply with current and new legislation.
- Complete understanding of IT support roles in education.
- Managing a successful team in a fast moving educational environment involving multiple sites to a number of end users.
- Management of Technical team and delivery of core skills.
- Customer service to an entire educational community.
- Managing, motivating and developing IT staff skills.
- The ability to meet deadlines of relevant audiences.
- Good interpersonal skills and ability to communicate on all levels with not only IT staff but also senior management and general staff members both verbally and in writing.
- Project management.
- IT Procurement.

Technical skills required (this list is by no means exhaustive)

Essential

- MS Windows Server 2003 / 2008 / 2008 R2 / 2012 /2012 R2
- VMware and Hyper-V Virtualisation technologies
- Active Directory and Group Policy
- Apple Mac OS Server and Mac OS Server integration with Microsoft Active Directory and Mac OS Server Profile Manager
- Apple Mac OS client deployment with system images and Apple Remote Desktop
- Storage Area Networks
- Backup
- SQL Server and SQL Report Writing Services
- MIS Systems (iSAMS), Data Storage and Data Security
- VLE Systems (Firefly)
- Mail Server Technologies
- Google Apps
- Windows 7, 8 and 10
- VoIP Server and Phones
- LANs, WANs, TCP/IP, Routing, VPNs, Firewalls
- Rack mounted servers / switches / routers / NTUs and other associated hardware
- Structured cabling systems including twisted pair and fibre
- Wireless network management and security
- Mobile Device Management and deployment

The Person

The successful applicant will be willing to support Thomas's commitment to safeguarding and promoting the welfare of children and young people. The personal qualities that the applicant requires to perform effectively in the role are as follows:

- A business-like appearance and presence
- A pleasant and friendly approach
- Hard working
- Honest
- Conscientious – goes the extra mile
- Punctual
- Have initiative
- Work well under pressure
- Be discreet

- Be organised and reliable
- Be resourceful
- Work flexibly
- Sense of humour
- Loyal to the school and supportive of its aims and objectives
- Willing to abide by the schools' terms and conditions of employment

Remuneration

Salary: £65,000 - £75,000 depending on experience and qualifications.

Hours of work

- As required but normally Monday to Friday 8am to 5pm during term time.
- Work outside of these hours will be expected.
- During school holiday time when there are major IT projects and system maintenance taking place, hours are likely to be more flexible to suit the workload.

Holidays

Six weeks holiday per year plus public holidays

This role falls within the category of regulated activity, therefore you will be required to have an enhanced DBS check and a barred list check. Should you receive any cautions or convictions whilst in our employment these must be reported immediately to your line manager.

The school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment and work in accordance with our child protection policies and procedures.

The post holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom he/she is responsible, or with whom he/she comes into contact will be to adhere to and ensure compliance with the school's policies at all times. If in the course of carrying out the duties of the post, the post holder becomes aware of any actual or potential risks to the safety or welfare of children in the school, he/she must report any concerns to the school's Safeguarding Officer or Deputy Safeguarding Officer.