



<b>Job Title</b>	<b>IT Support Manager</b>
<b>Grade/Salary</b>	Local Government Pay Scale 9 points 29 to 33 depending on experience Actual salary £38,025 to £42,107 per annum (incl. Outer Fringe Allowance)
<b>Hours</b>	37 hours per week. Monday to Thursday - 8.00am to 4.00pm, Friday 8.00am to 3.30pm 52 weeks per year
<b>Date Required</b>	As soon as reasonably possible
<b>Closing Date</b>	Monday 15 <sup>th</sup> January 2024 at midday
<b>Interview Date</b>	W/C Monday 22 <sup>nd</sup> January 2024
<b>Reporting To</b>	Trust IT Manager

## Details

We are seeking to appoint an experienced and well-qualified IT Support Manager to be responsible for the day-to-day oversight and provision of ICT at The Bromfords School. This is an exciting time to be joining the Bromfords community with the school recently selected to be part of the School's Rebuilding Program (SRP). The IT Support Manager will form an integral part of the team working with the DfE to provide modern, fit for purpose ICT provisions to support teaching and learning and administration of the school.

The IT Support Manager is responsible for coordinating technical support to students and staff ensuring ICT equipment facilitates a quality learning experience. As IT Support Manager you will have responsibility for ensuring the security, reliability, monitoring and improvement of The Bromfords School's network.

We are looking for a colleague who brings creative and innovative thinking to this role, along with first class knowledge and experience. The successful candidate must possess excellent interpersonal skills, the ability to form strong working relationships, and support the ethos of the school and wider trust. A degree of flexibility will be needed as there will be opportunities to work across the wider trust too.

We encourage visits from prospective candidates to meet members of our school community and to experience our school at first hand. If you would like to do this, please contact Naz Choudhury, HR Assistant on 01268 627844 or via email to [recruitment@bromfords.essex.sch.uk](mailto:recruitment@bromfords.essex.sch.uk)

## Overall Responsibilities

- Provision of ICT within the whole school environment both in support of the curriculum and as an organisation
- Line management ICT Technician Team

## Specific Duties

- To line manage the ICT Technical Team effectively and ensure that regular appraisal and monitoring of performance is carried out.
- Supervise and provide IT support to all users.
- Manage and maintain the school's virtualised server cluster.
- Manage the school's helpdesk, ensuring requests are carried out correctly to resolution.
- Monitor and supervise projects and other non-routine tasks, as required by the Trust IT Manager.
- Manage the maintenance of ICT resources (hardware and software) of the whole school.
- Manage the accurate production of network documentation of the network resources (hardware & software).





- Supporting the Trust IT Manager in projects trust wide or across other trust sites.
- Assist the Trust IT Manager in preparation of strategic plans, and IT Budgets.
- Ensure licensing requirements are met and accurate records are kept.
- Ensure user access rights are secure and fit for purpose.
- To be instrumental in the Schools Rebuilding Program, working alongside the DfE to ensure the school gets modern, fit for purpose ICT provisions for teaching and learning and administration of the organisation.
- Be creative and look for opportunities to develop existing systems.
- To be aware of developments in ICT, undertake research as requested and to make recommendations to the Trust IT Manager and Headteacher for the development and expansion of the school's systems.
- Manage the installation, upgrading, and maintenance of relevant hardware and software.
- Manage and maintain the school's broadband internet service and filtering.
- Manage and maintain the school's IP phone systems.
- Manage and maintain a fully comprehensive and up to date asset register of all IT hardware within the school.
- Manage and maintain the school's CCTV systems.
- Ensure Cyber Security strategy and policies are in place and being adhered to.
- Develop and facilitate a better teaching and learning environment.
- Update and maintain a Knowledge Base and/or Technical Documentation including change management.
- To carry out proactive checks within the school's IT systems
- Managing appropriate levels of consumables and spares including ordering new equipment and resources
- To ensure data back-ups are maintained and stored appropriately, testing restore functionality on a regular basis.
- Contribute to policy development e.g. use of internet policy, data protection policies, IT strategic plan etc.
- Keeping up to date with new technology and advising others as appropriate
- Giving advice, guidance and training to users where necessary to all users.
- To attend relevant training and National IT Exhibitions

### General

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*The duties above are neither exclusive nor exhaustive and the postholder may be required by the Trust IT Manager to carry out appropriate duties within the context of the job, skills and grade.*

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### About the School

Our school is making rapid progress since its inspection in November 2022. A recent review by the Local Authority commented on the 'sea change' noted in students' behaviour and the culture and ethos of the school. Our 2023 outcomes were the best set of Key Stage 4 results achieved by Year 11 students since 2016. Our Year 7 intake continues to be oversubscribed, with a waiting list.

Our school is a strong, caring community underpinned by our three core values of achieve, enrich and prepare. Our school's culture is focused on the principles of high expectations and aspirations for all members of our community;





actions and conversations, however difficult, are always underpinned by kindness; that we communicate and share success; that we value each other's views and opinions; decisions are evidence based and student centred.

Our Governing body is committed to safeguarding and promoting the welfare of all children and young people and expects all staff and volunteers to share in this commitment. The successful applicant will be offered a position subject to full pre-employment checks including an enhanced DBS clearance, satisfactory medical checks and two satisfactory references.

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## About the Trust

We are a small Multi Academy Trust based in the South-East of Essex and currently manage four local secondary schools. Each school within our Trust is a place where we believe in the power of education to transform lives.

Our philosophy is centred around the belief that schools can achieve better educational outcomes for students by working together as a collective entity. The Compass Trust is founded on the principles of collaboration, innovation, and inclusivity, with the aim of providing a supportive and nurturing environment that enables schools to flourish and students to succeed.

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## Additional Benefits

As a valued member of our team, you will be entitled to the following benefits (*\*Subject to eligibility criteria*)

- Employer Pension Contribution
- Access to the "Cycle to Work" scheme
- Eye test vouchers in partnership with Specsavers
- Access to our Employee Assistance Programme (includes confidential counselling and online discounts)
- Virtual GP Access - including minors 16 and under
- Annual onsite flu vaccination programme
- Free tea and coffee provided daily and cake on Fridays
- Discounted Tastecard subscription
- A Wellbeing week every half term (this includes no afterschool meetings)

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## How to apply

When applying for this position, please use The Bromfords School application form, which can be found on our school website under Vacancies, or click here - <https://www.bromfords.essex.sch.uk/recruitment-documents/>

If you have any questions, please do not hesitate to contact Naz Choudhury, HR Assistant by email to [recruitment@bromfords.essex.sch.uk](mailto:recruitment@bromfords.essex.sch.uk)

We look forward to hearing from you.





Category	Essential	Desirable
<b>Application</b>	<ul style="list-style-type: none"> <li>A fully completed application form</li> <li>Two suitable references (any School references must be from a Headteacher)</li> </ul>	
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Grade C / Grade 4/5 GCSE English and Maths</li> </ul>	<ul style="list-style-type: none"> <li>NVQ Level 4 or equivalent in ICT</li> <li>Completion of DCSF induction programme</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience of Network Administration and Management</li> <li>Experience of managing and maintaining Windows Server OS</li> </ul>	<ul style="list-style-type: none"> <li>Previous school experience and knowledge of policies and procedures</li> <li>Line Management of a team</li> </ul>
<b>Professional Development</b>	<ul style="list-style-type: none"> <li>Willing to undertake continued professional development</li> <li>Willingness to learn new skills</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of training or further learning in related field</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>Well organised and capable of prioritising work</li> <li>Understand procedures relating to confidentiality</li> <li>Excellent command of written and verbal English</li> <li>Flexible, hardworking with a high level of attention to detail</li> <li>Ability to work systematically and use time effectively</li> <li>Understanding of safe working practices</li> <li>Able to work as part of a team as well as on your own initiative</li> <li>Ability to identify stakeholders' needs quickly and deal with queries</li> <li>The ability to advise and support students and staff effectively, recognising specific needs and perspectives</li> </ul>	
<b>Special Knowledge</b>	<ul style="list-style-type: none"> <li>Excellent working knowledge of Microsoft office and O365</li> <li>Experience of managing and maintaining Windows 10/11 desktop and laptops devices</li> <li>Knowledge of Windows networking, including core server technology (Active Directory, DHCP, DNS etc)</li> <li>Able to assist and advise on technology use in curriculum areas to enhance learning</li> <li>Ability to support networked Windows and Apple based systems and software</li> </ul>	<ul style="list-style-type: none"> <li>SAN's and Shared Storage Technologies</li> <li>Virtualisation Technologies (Hyper-V/VMWare)</li> <li>Deployment Technology (MDT/SCCM)</li> <li>Filtering and Firewall systems</li> <li>HTML, scripting languages, CSS and other web software technologies</li> <li>Virtual Learning Environments (Google Classroom/O365)</li> <li>Awareness and promotion of the School's Equality protocol</li> <li>Understanding of Safeguarding / Keeping Children Safe</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>Ability to demonstrate enthusiasm and sensitivity whilst working with others</li> <li>Caring attitude</li> </ul>	<ul style="list-style-type: none"> <li>A passion for education</li> </ul>