

IT MANAGER JOB DESCRIPTION

LOCATION	British International School, Ho Chi Minh City
JOB TITLE	IT Manager
JOB PURPOSE	Overall responsibility for the smooth operation of IT systems at BISHCMC, including all associated policies, procedures and facilities, as well as developing and successfully implementing the IT Vision Statement and IT Strategic Plan.
REPORTING TO	Director of Learning Technologies (DLT)
OTHER KEY RELATIONSHIPS	Heads of Campus, Principal, Business Director, IT Support Team, iSAMS Manager, Teaching Staff, Support Staff
PACKAGE	
SAFER PRACTICES	The British International School, HCMC is committed to safeguarding and promoting the welfare of children and applicants must be willing to undergo child protection screening appropriate to the post, including references from previous employers in accordance with our safer recruitment practice. Interviews will be conducted in person, and they will explore candidates' suitability to work with children.
KEY RESULT AREA	DETAILS
General responsibilities	• Be the outward-facing leader of the IT Support Team - connecting with all stakeholders and end-users of IT • Provide technical advice and innovative solutions to the school SLTI in order to assist DLT with the development of an IT Vision Statement and IT Strategic Plan • Responsibility for the monitoring of the implementation of the IT Strategic Plan • Collaborate with the Business Director and DLT to ensure sound IT budgeting (CAPEX and OPEX) that is in line with the IT Strategic Plan • Drafting of IT policies and procedures for consideration by the school SLT to include data protection, internet use, email use, security and IT resource management • Communication of approved IT policy and procedures to relevant stakeholders • Regularly review adherence to the IT policies and procedures • Liaise with Heads of Campus to understand Campus IT needs • Agree with each HoC the IT service levels that will be delivered such as classroom assistance, system availability, helpdesk response time and be responsible for their delivery • Keep up to date with IT developments that could be applied in schools that will reduce costs, increase effectiveness or enhance the quality of education. Regularly communicate these developments to the SLT • Participate in and chair relevant meetings as appropriate

	• Project manage IT installations in the school
IT Infrastructure	Responsibility for the school network infrastructure, servers and all school-owned networked devices • Ensure the optimal performance of the network during access hours and appropriate back up protocols are implemented including a disaster recovery plan • Responsible for a regular preventative maintenance programme and resolving failures in hardware and software and ensuring appropriate “housekeeping” tasks are implemented • Responsible for setting up security parameters and ensuring virus checks are implemented • Ensure the preparation and maintenance of documentation, manuals and user notes • Monitor the use of hardware and software and ensure all software is licensed • Produce audits and reports on IT use and costs, demonstrate best value in provision of products and services • To prepare quotations and estimates for repair, maintenance and replacement of all IT equipment • Responsible for management of IT repair and maintenance budget • Responsible for maintaining an IT inventory of hardware and software
Supporting the integration of learning technology in the classroom	Play a key role as a member of the school’s IT Strategy Team • Effectively deploy human resources in the IT Support Team to ensure the smooth integration of technology in the classroom • Work with and support Learning Technology Integrators on each campus to ensure technology is successfully integrated in the classroom • Develop hardware, software and network solutions throughout the school to meet curriculum needs • Work with Learning Technology Integrators to support, guide and train the teaching staff with the use of IT in the classroom • Assist in the identification of staff CPL needs and provide training and familiarisation where appropriate
Ensure IT systems, infrastructure and hardware support the school’s business needs	Responsibility for the smooth operation of all the school’s business systems • Effectively deploy human resources in the IT Support Team to ensure the smooth operation of all the school’s business systems (i.e. student information management system, finance and HR systems etc.) • Develop hardware, software and network solutions throughout the school to meet administrative needs

	• Work with the Business Director to support, guide and train the administrative staff in the use of IT to assist with their work • Assist in the identification of staff CPL needs and provide training and familiarisation where appropriate
Leadership of the IT Support Team	Lead the IT Support Team by example • Lead training and development of all members of the IT Support Team • Appraisal of all members of the IT Support Team in line with school policy • Coach and mentor all members of the IT Support Team • Chair regular meetings with the IT Support Team • Line manage the IT Support team in each campus • Responsible for the recruitment and allocation of IT human resources
Other responsibilities	• Other duties not listed above as reasonably directed by the Director of Learning Technologies
PERSON SPECIFICATIONS	DETAILS
	• Able to lead and work as part of an effective team • Experience of successful project management • Experience of training adults • Experience of leading IT systems in a K-12 setting desirable • The ability to plan, monitor, evaluate, review and lead by example • High level of IT skills and qualification to degree level • Understanding of IT infrastructure and network • Must be reliable and possess integrity • Good written and verbal communication skills • Excellent interpersonal skills • Able to work under pressure and meet deadlines • Able to manage own time and workload • Able to show initiative and common sense • Good level of spoken and written English • Committed to work flexibly within a British international school

PHILOSOPHY AND VALUES

We are ambitious for our students, our people and our family of schools. We believe that:

- There is no limit to what every person can achieve.
- Creativity and challenge help us get better every day.
- Learning should be personalised.
- Unique global opportunities enhance the learning experience.

The NAE Commitment

At Nord Anglia Education, we work every day to inspire our schools, our students and our employees to be the best they can be, and we are ambitious for them all to achieve more than they thought possible in their personal, social and academic endeavours. Within our family of schools, this aspiration is underpinned by a commitment to always act with **respect, integrity, openness, courage and ambition**. These qualities are the foundation of how we approach our work and roles within NAE and are shared by everyone in our global family.

Promote and embodies *The CORE 7 Leadership Capabilities:*

- **Accountable** – Establishes a high performing culture and accepts accountability for organisational performance.
- **Strategic** – Leads opportunity and is committed to continuous improvement aligned with the organisational vision and direction
- **Collaborative** – Works collaboratively with others to achieve organisational outcomes
- **Entrepreneurial** – Creates organisational value for diverse stakeholders and achieves commercial success
- **Enabling** – Drives excellence through valuing and developing others
- **Agile** – Achieves personal and organisational success within a changing, dynamic and complex environment
- **Resilient** – Demonstrates personal resilience within a demanding environment of high expectations

Dear Applicant,

Nord Anglia Education is the world's leading premium international schools organisation. Our 61 international schools are located in China, Europe, Middle East, Southeast Asia and the Americas. Together, they educate more than 51,000 students from kindergarten through to the end of secondary education. We are driven by one unifying philosophy: we are ambitious for our students, our people and our family of schools.

Each Nord Anglia Education school is unique in character and tailored to meet the needs of their specific location. However, our schools are also united by the quality education they offer, the excellence of the student experience and the dedicated staff and management in our schools.

Most of the Nord Anglia schools benefit from our performing arts collaboration with The Juilliard School as well as our Global Campus, which offers unique global experiences for students at every age. Many of our schools will also benefit from our new approach to teaching STEAM subjects (science, technology, engineering, arts and maths) through our collaboration with the Massachusetts Institute of Technology (MIT). Our goal as the leading international schools organisation is to provide an education so that students can succeed academically, socially and personally.

Our schools educate students from pre-school to the end of secondary education. Curricula taught in our schools include the English National Curriculum, International Baccalaureate, American Curriculum, Swiss Curriculum, French Curriculum and Shanghai National Curriculum.

We have a global community of over 10,000 teachers and staff, working in 61 schools located in 27 countries around the world supporting our students' learning. Together, we educate over 51,000 students globally from the ages of 2 to 18 years old.

Our students come from a wide mix of backgrounds and cultures and a typical school may have up to 60 different nationalities. A Nord Anglia Education student benefits not only from the richness and expertise within their own school environment, but also from other schools across the Nord Anglia Education family through our Global Campus. Similarly, our teachers can interact with fellow teachers around the world through Nord Anglia University, our bespoke online platform designed by teachers for teachers to provide unrivalled professional development opportunities.

Although our schools are non-selective, year on year our students' academic achievement exceeds global averages across every key stage. On average, our students' score almost four points above the global average in their IB Diploma, and one in three students goes on to study at one of the world's top 100 universities.

Our schools are amongst the most respected premium schools in their markets and are a very popular choice for parents.