

Job Description

Job Title	Deputy ICT Systems Manager
Accountable To	ICT Systems Manager
Grade	UKAT 5

Purpose:

- To deputise for the UKAT ICT Systems Manager when required
- To assist in the development of UKATs ICT vision for the future
- To assist in leading and managing all ICT systems and connected resources across all UKAT schools, ensuring a reliable, stable, flexible and effective service to all users.
- To support the development of teaching and learning technologies in order to provide students and staff with opportunities to aid student progression and achievement.
- To support in providing a customer service focused ethos in the provision and management of ICT services.
- To research, develop and implement a proactive problem solving culture to ensure smooth and efficient delivery of the Trust schools network.

Key Responsibilities:

Leadership

- To support and assist the design, development, review and maintenance of an outstanding ICT systems to ensure the effective working of the Trust schools and their business delivery including assessing future requirements and improving IT services.
- To assist in the successful development and implementation of the Trusts ICT plan.
- To assist in ensuring all the UKAT business and educational systems are maintained up-to-date and developed to meet the business needs of the Trust and other stakeholders.
- Keeping abreast of technological developments in the Trust's management information systems.
- To assist with the design, implementation, management and review of ICT systems across the Trust to ensure all users have swift resolution of issues.
- To line manage effectively designated ICT staff building their professionalism and expertise.
- To ensure systems are in place for the efficient repair of equipment and feedback to staff/students is given to allow for the smooth and efficient running of the technological and systems equipment
- To assist with ensuring the helpdesks are run efficiently and effectively.

- To communicate regularly and effectively with all end users ensuring regular progress reports.
- To assist with the management of appropriate technical support to Trust networks
- To assist with the development of the system recovery processes to minimise the risk and impact of a serious disaster and threats to continuity.
- To continually test and evaluate the effectiveness of continuity management systems
- To assist with the maintenance of the Trust's ICT Asset Register and computer audit
- To assist with the maintenance an inventory of all software licences, .
- To assist with the management of all planned ICT works and liaise with external contractors
- To assist with oversight of the security of all ICT systems to ensure checks to ensure any breaches or misuse are identified and dealt with.
- To provide written and verbal reports to the Trustees and Strategic Team.

Technical

- Assist with the Management of the Trust's curriculum and administration networks including:
 - Management Information Systems (MIS)
 - Networked Data Storage
 - Open/Active Directory
 - Virtual Server environment
 - Apple Hardware
 - Microsoft Hardware
 - Exchange email
 - Networked printing
 - Telephony – including IP telephony
 - Classroom Audio Visual systems e.g. Projectors and Audio systems
 - Auditorium Audio Visual systems e.g. Large projectors and Audio systems
- Assist with the management of MIS applications across the Trust
- Arrange for the repair of hardware faults with outside agencies
- Assist with the management of the installation of all new computer hardware including wireless, fibre optic, CAT5/CAT5e/6 networks and external projects, as required
- Assist with the management and implementation of the installation of all new software as required, enabling the delivery of ICT to all curriculum areas
- Support the annual inspection and safety testing of computer equipment
- Assist with the management of the day-to-day maintenance of the Trust's computer systems, including network user database and password allocations, keeping up to date user accounts and groups.
- Management of internet filters
- Assist staff with ICT related problems
- To maintain and repair all parts of the ICT systems and structures, including servers
- To actively seek and research new technologies to develop teaching and learning at the Trust schools
- Assist in the management of the the planning, deployment and management of desktops, laptops and all portable devices
- Assist with the management of IP infrastructure

- Understanding of Apple Systems and familiarity with Apple Hardware
- Understanding of Microsoft Systems and familiarity with Microsoft Hardware
- To carry out such tasks as to ensure the outstanding running of the Trust's computer network including file operation and maintenance
- To carry out effective repairs within a structured management system to ensure the speedy turnaround of faulty equipment or systems
- To ensure frequent and regular communication with staff across the Trust with reference to fault finding, follow through and solutions.
- To update own knowledge by reading relevant subject specific material and commit to at least annual training and development to develop oneself and the UKAT ICT teams skills set.
- To participate daily in rota to monitor all ICT equipment across the Trust, ensuring that resources are functional when required by all staff.
- To monitor at regular intervals equipment located in other areas and to carry out routine inspections of hardware and software.
- To monitor and maintain the integrity of the systems: network and stand alone.
- To arrange for the speedy repair of faulty equipment with feedback to students and staff.
- To provide support instruction to staff and students, as to the safe and proper use of equipment.
- To provide technical support to staff and students, on the use of software available.
- To provide support to staff as required in case of problems with systems or software.
- To provide any other technical or administrative support that the UKAT Systems manager may require.
- To work with staff and students on a variety of hardware and software including Apps
- To participate in whole staff performance management process, both as an appraisee and as an appraiser.
- To attend calendared UKAT events where appropriate
- To adhere to professional and staff codes of conduct at all times.
- As an employee to comply with the duty, under the Health & Safety at Work Act of 1974 and other relevant legislation, to take reasonable care when carrying out work duties and other activities, to avoid injury to oneself or to others, and to co-operate with the employer and others in meeting statutory requirements.
- To ensure complete commitment and compliance with safeguarding policies and procedures and promote the welfare of children and young people.
- To carry out any other duty as may reasonably be requested by the Executive Principal/ principal or line manager.

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The University of Kent Academies Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Any offer of appointment will be subject to a satisfactory enhanced Disclosure and Barring Service check.

Person Specification

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	Essential	Desirable
Qualifications/Training/Experience	<ul style="list-style-type: none"> • Evidence of successful change implementation. • Evidence of at least 3 years experience of working within a team running IT support • Demonstrable successful experience of working within a team managing an Academy\School's curriculum and administration networks including: <ul style="list-style-type: none"> ○ Servers: Windows, Apple, Exchange, SQL and virtual ○ Management Information Systems (MIS) ○ iOs ○ Networked Data Storage ○ Open/Active Directory ○ Exchange email ○ Networking ○ Telephony including IP telephony ○ Classroom Audio Visual systems e.g. Projectors and Audio systems ○ Auditorium Audio Visual systems e.g. Large projectors and Audio systems ○ Mac OSX ○ Mobile Device Management solutions ○ Citrix/Remote desktop ○ iPad support ○ Biometric systems ○ Back up Exec • Experience of Apple and Microsoft hardware • Evidence of a familiarity and Management experience of a mixed 	<ul style="list-style-type: none"> • Management qualification • ICT Systems qualification • Regular ongoing professional development activity over past three years • Successful line management and mentoring experience

	<p>Operating Systems User Desktop / Laptop / Handheld environment.</p> <ul style="list-style-type: none"> • A good understanding of the Data Protection Act • Evidence of visionary skills on how technology can be utilised to support and improve business processes • Evidence of successful innovation <p>Experience of successful approaches to problem solving</p>	
Knowledge, Skills and Abilities	<ul style="list-style-type: none"> • A strong customer support ethic • Ability to inspire confidence, engender trust and gain consensus with and motivate colleagues and wider community • Excellent interpersonal skills and sensitivity to cross cultural issues • Excellent written and presentational skills • A strategic thinker with strong technical knowledge • Ability to reflect and analyse and action both independently and collaboratively • Ability to work co-operatively with others persuading, negotiating, and influencing in a variety of circumstances particularly in times of continuous change • Collaborative approach to decision making • Ability to think and work creatively and flexibly whilst working with close attention to detail and under pressure to meet deadlines • High expectation of oneself and others • Personal integrity, commitment to fairness and equity • Ability to take, implement and follow through unpopular decisions • Risk taker <p>Sense of humour</p>	<ul style="list-style-type: none"> • Commitment to community education • Ability to accept and give constructive criticism • Knowledge of HP Proliant switchgear and Windows Powershell.
General	<ul style="list-style-type: none"> • Customer focused approach to activity • A professional business-like approach and appearance • High levels of motivation and commitment • Flexibility • Willing to work negotiated flexible hours as appropriate 	

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