JOB DESCRIPTION - Lilian Baylis Technology School

Job Title: IT Manager

Responsible to: Assistant Head Finance

Grade: P04 - £49,638 - £52,674

Main duties and responsibilities

1. **Windows Network Management, Support and Maintenance**
   - Server management (Manage physical and virtual servers)
   - User management, including creating new user accounts and troubleshooting user account issues
   - Computer management (PCs and laptops), including making sure that all Windows Desktops and Laptops are in a good working order
   - Security (User, computer, server) management
   - Printer management including Installing printers and replacing and ordering ink tonners as and when required
   - Application management
   - Installing software on school network (servers) and local computers.
   - Troubleshooting software issues
   - Carrying out first and second level servicing ie. Fixing broken mouse or checking loose cables, printers and keyboards every half term.
   - Internet access and security (Internet filtering, monitoring, safeguarding)
   - Imaging/Building new stations using Windows Deployment Services
   - Installing Windows Operating System on non-networked computers
   - Maintain the Windows Server infrastructure and ensure they are monitored, up to date and any issue is dealt with promptly
   - Troubleshoot networking and network infrastructure issues
   - Manage and maintain the school's 3-2-1 backup system
     - Make sure that all configured backup jobs are completed successfully
     - Perform a regular test restores to make sure that backups are reliable
     - Perform Windows updates and firmware updates on the backup server

2. **Wired and wireless Infrastructure management/maintenance**
   - Cabling infrastructure management
   - Switch management (Core and edge switches)
     - VLAN management
     - Troubleshooting any switch issues
   - Wireless network devices and APs

3. **Internet Connectivity (ISP) Management**
   - Liaise with LGFL (Internet Service Provider) to make sure that our network is protected and the ISP firewall is configured correctly to allow functionality but at the same time, the network security is compromised.
   - Manage and ensure security for Remote access
   - Make sure that any ISP related issues are reported and dealt with quickly.

4. **Manage and maintain Google Workspace for Education Tenancy**

- Troubleshooting Chrome Desktop issues (Neverware/ChromeOSFlex Desktops)
- Building new Chrome Desktops (Neverware/ChromeOSFlex Desktops)
- Administering Google Applications using Google Management Console
- Manage users
- Manage Chromebooks and Chrome desktops
- Manage Google Applications

5. **Chromebook and Trolleys Support and Maintenance**
   - Support and maintain all Chromebooks in the school
   - To loan some of the Chromebooks to students who have no computers at home
   - Checking and auditing all Chromebooks every half term
   - Checking and making sure that laptop trolleys (20 Trolleys) are in a good working order

6. **Apple Network and Computers Support**
   - Managing Windows Active Directory Integrated Apple Network
   - Maintain Apple Hardware (1 Apple Server and 17 iMac Computer)
   - Manage Apple Server Backup
   - Manage apple applications

7. **Help and support colleagues during the exam seasons**
   - Create exam accounts as and when requested
   - Make sure that the accounts meet exam requirements
   - Provide Computers to meet exam requirements
   - Provide Audio equipment to meet exam requirements

8. **Audio Visual Equipment Support and Maintenance**
   - Troubleshooting Audio Visual Equipment issues
   - Checking and making sure that;
     - Projector filters are cleaned
     - Speakers are working
     - Interactive White Boards are working
     - All AV Cables (Sound, VGA etc.) are tidy

9. **Cashless Catering Support**
   - Support and troubleshoot any issues with Cashless Catering System which is consist of;
     - o A cashless catering server (LBS-Cashless-01)
     - o Cash Loaders
     - o Tills
     - o Cashless payment system (Parent Pay)
     - o User integration component (MIS Synch)
   - Liaise with Cashless Catering service provider Cunninghams to make sure that all above components run smoothly if not any issue is fixed as quickly as possible

10. **Maintain and Troubleshoot School Telephone System**
    - Troubleshoot and fix any telephony related issue
    - Escalate any issues that cannot be fixed to Opus (Telephony Support Provider)

11. **School Website Update and Maintenance.**
    - Audit website and manage page content
    - Perform regular updates

12. **Support and Maintain Digital Signage System (Plasma Displays)**

13. Maintain IT Asset Register
- Input and maintain an up to date list of IT assets and disposals

14. Liaise with External Agencies, Suppliers and Third Party Support Providers
- RM: Server support provider
- Strictly Education: SIMS and FMS support provider
- Dell: Server and Computer Hardware Support Provider
- HP: Switch, Laptop hardware support provider
- IBS: Printer Hardware & Software Management Provider
- LGFL: Internet Service Provider
- Cunninghams: Cashless Catering Provider
- Opus: IP Telephony Support
- InVentry: Staff Sign in (Clock in) System Support Provider
- Any other support provider as required

Other Responsibilities

- Train and Line Manage any IT apprentices & technicians
- Ensure all IT equipment comply with Health and Safety Regulations
- To carry out other reasonable tasks from time to time as directed by line manager or the head teacher
- Supporting assemblies
- Attend training sessions as and when required
- To maintain a maintenance and replacement equipment schedule to enable the school to make 3 to 5 year budget projections effectively on IT
- To maintain all necessary records and documentation including network maps and inventories and details of licences, warranties, and equipment checks as necessary
- To be responsible for the pricing and procurement of IT devices, software, repairs and contracts in accordance with the principles of Best Value
- To be aware of the responsibilities under General Data Protection Regulation for the security, accuracy and significance of the personal data held in the schools' systems.
- To take responsibility, appropriate to the post for tackling racism and other forms of discrimination and promoting good race, ethnic and community relations.
- To understand and implement all School & Council policies with particular regard for Safeguarding, Health & Safety, Equal Opportunities and Customer care, to work actively to overcome and to prevent discrimination on grounds of race, sex, disability.
- To work in accordance with the Schools Health and Safety Policies and Procedure.
- To promote positively the image of the school at all times.

Additional Information
- The above list is not exhaustive and the post holder will be required to undertake such duties as may reasonably be expected within the scope and grading of the post.

- Job descriptions are reviewed and updated regularly and the post-holder is expected to engage in this process

Person Specification

Experience of:
- Working in school will be desirable
- Windows Desktop Support
- Microsoft Windows Server Support
- Google Application for Education Support
- Audio Visual Equipment Support
- Microsoft Applications Support
- Apple Server and Desktop Support
- Problem-solving and project management experience

Qualifications:
- Evidence of Continued Professional Development
- Not essential but desirable to have qualifications in;
    - Microsoft Server and Networking
    - Google Applications for Education
    - Apple Server and Desktop Support

Knowledge:
- Windows Desktop Support
- Microsoft Windows Server Support
- Competent knowledge and understanding of IT Networks
- Google Application for Education Support
- Audio Visual Equipment Support
- Microsoft Applications Support
- Apple Server and Desktop Support

Personal Qualities:
- Ability to communicate across a range of levels and departments including with students, staff, senior staff and at Board level
- Excellent verbal and written communication skills
- Ability to build trust with students and colleagues and amongst senior colleagues
- Excellent IT trouble-shooting skills
- Positive outlook and attitude when dealing with staff/students even in busy situations
- Self-motivated and ability to motivate others
- Ability and willingness to impart knowledge on others
- Extremely well organised and able to shift priorities and plan effectively
- Has a supportive, willing and can-do attitude
- Professional, co-operative and flexible in line with changing needs of the post and the school