

Stepney All Saints School

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Headteacher: Mr P Woods

ICT Manager Job Description

Role title	ICT Manager
Purpose of role	<p>To take overall responsibility for the management and development of the network infrastructure within a secondary school, ensuring the safe and reliable running of all ICT systems.</p> <p>To deliver excellent first class technical support to ICT end users in a business educational environment utilising resources and the line management of the school's ICT technicians, directing their activities and the role they play in providing ICT support to end users to good effect.</p> <p>This role is highly focused on ensuring that end users experience a high level of satisfaction and the main drive at all times will be to ensure that end users are being supported and that issues are being addressed and processed in a timely manner.</p>
Working hours	35 hours per week (Full time)
Line Manager	School Business Manager
Grade of Post	PO3 (Point 33-36)

Key Duties/Principal Accountabilities

Strategy & Planning

- Work with the school leadership team on ICT strategic planning and take overall responsibility for the management and development of the infrastructure of the school's ICT network, liaising with key staff to ensure that ICT services meet curriculum and office needs.
- Investigate and support the development and implementation of ICT in the national curriculum, including E-learning.
- Have an overall view of the capabilities of the school's ICT services and contribute to continuous improvement to meet future needs to ensure competent and forward thinking management of ICT.
- Keep abreast of new technological developments in ICT and present proposals with recommendations to senior management which would benefit the school.
- Plan for major developments of the ICT service and project manage their implementation.

Budget & Line Management

- Develop ICT financial management processes with reference to school and LEA/LA procedures.
- In conjunction with senior management within the school, contribute to the ICT budget planning process to ensure most effective and efficient use of available funds.
- Provide advice to staff on appropriate hardware and software purchases to ensure that available budget is used effectively and efficiently.
- Liaise with appropriate staff to order equipment and software, deal with suppliers regarding ICT related business, including leading the tendering process for ICT related products; and to manage the central ICT equipment budget economically.

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- Line manage and take responsibility for the work of the ICT support staff to ensure they carry out their duties effectively and receive adequate support, guidance and training in order to provide a high quality ICT support service.

Desktop & Applications Support / Server & Network Support / Configuration & Installation

- Investigate and support the implementation of ICT in the curriculum, including E-learning.
- Manage the installation, configuration, maintenance and upgrading of the school's networked systems, software and applications.
- Manage user accounts, servers, workstations, routers, switches; diagnose faults and problems and carry out remedial action, including repair of servers, liaising with suppliers and their technical teams when required, in order to maintain an effective service on the school site.
- Provide school/college network support for SIMS/FMS and manage the installation, upgrade and configuration of SIMS/FMS software on the school/college site, providing technical support to key SIMS users as required.
- Perform advanced diagnostic procedures on hardware, peripherals and applications as required.
- Ensure safe and reliable running of the ICT infrastructure in order that the integrity and security of the network is maintained at all times, including ensuring that a full disaster recovery programme is in place.
- Manage all systems of electronic communication and access for students and staff on the school networks, ensuring security of files and appropriate access to systems.
- To be the key contact with external agencies, where necessary, when network service is disrupted/during upgrades to minimise disruption to users.
- To be the main point of reference for day-to-day eventualities and to manage the response system to deal with network queries and problems in order to limit user frustration by ensuring that queries are dealt with promptly.
- Support staff and students in the use of ICT equipment and peripherals, answering queries and demonstrating correct usage of specific programmes/systems, in order to ensure that all users can access relevant services/equipment.

Health & Safety and other Policies

- Comply with and assist with the development of policies and procedures relating to health, safety and security, confidentiality and data protection, investigating issues and making recommendations for change to senior school management.
- Responsible for maintaining the school's overall compliance with the Data Protection and Freedom of Information Acts, ensuring that the school is acting responsibly and legally with respect to copyright, computer misuse and data protection and acting in an advisory capacity as a point of reference for staff on enquiries relating to the release of information.

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Additional Duties

- To provide technical support at school events, outside of regular school hours, as negotiated with Senior Leadership Team/School Business and Development manager.

General

- Effectively communicate (verbally and in writing) technical information at an appropriate level, and in a suitable style, having assessed the audience.
- To ensure compliance and actively promote Health & Safety at Work legislation.
- Document current Policies and Practice,
- To take responsibility for continuing personal and professional development and to keep abreast of all relevant legislation in order to facilitate all aspects of the post.
- Fluency in English
- To take a proactive approach toward the school's 'Best Value' ethos and ensure compliance with appropriate legislation and school policies.

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The above mentioned duties are neither exclusive nor exhaustive and the post holder may be called upon to carry out such other appropriate duties as may be required by the School Business Manager/Headteacher within the grading level of the post and the competence of the post holder.

All support staff are expected to:

- Support the school values and ethos
- Follow school policies, practices and procedures
- Participate in the annual appraisal system
- Support equal opportunities measures and promote anti-discriminatory practice
- Support safeguarding and child protection measures and promote the welfare of students
- Undertake any other reasonable duties commensurate with the role and grade as determined by the headteacher or line manager

Sometimes support staff may be required to work beyond the usual hours e.g. to support at parents evenings or other school events. Time Off In Lieu is available in such circumstances.

This job description is not prescriptive. If the needs of the school change, the job description may be revised or amended at any time following appropriate consultation with the post holder.

Name of employee:	Signature:	Date:
Name of line-manager:	Signature:	Date: