



Queen's College, London

Established 1848

IT Infrastructure & Operations Manager

Line Manager: Head of IT and Digital Learning

Direct Reports: None

Role Purpose

The IT Infrastructure & Operations Manager is responsible for the secure, reliable, and efficient operation of the school's technical infrastructure across the Prep School and College. This includes oversight of networks, Wi-Fi, servers, endpoint devices, classroom technology, and core systems. The role ensures high availability of IT services that support teaching, learning, and business functions, with an emphasis on hands-on technical expertise, incident and problem management, and continuous service reliability.

Working under the direction of the Head of IT and Digital Learning, the IT Infrastructure & Operations Manager acts as the technical lead for infrastructure and operational support, ensuring stable service performance and driving improvements across the IT estate.

Key Responsibilities

1. Infrastructure, Network & Systems Management

- Maintain and monitor the school's network infrastructure, including switches, Wi-Fi systems, VLANs, and network security controls.
- Perform routine and proactive maintenance on Azure servers, virtualised environments and Windows/macOS systems.
- Support, configure, and optimise firewall technologies (desirable) and ensure secure network access.
- Ensure effective monitoring, alerting, and performance reporting across all critical IT systems.
- Oversee backup, DR, patching, and routine maintenance schedules to ensure system resilience and data integrity.

2. Technical Support, Incident & Problem Management

- Lead on advanced troubleshooting of infrastructure, network, and system-related incidents.
- Manage incident and problem workflows to ensure prompt resolution and reduce recurring issues.
- Provide hands-on support especially for urgent, complex, or high-impact technical problems.

- Support the deployment, configuration, and lifecycle management of devices including Windows, macOS, iPads/Chromebooks, and AV equipment.
 - Act as a senior escalation point for the IT Support team.
3. Operational Delivery
- Ensure consistent operation of classroom technologies, assemblies, examinations, and school events involving IT systems.
 - Liaise with third-party providers to manage and oversee technical services and infrastructure projects.
 - Maintain accurate asset documentation, configuration records, and network diagrams.
 - Uphold IT security standards and adopt best practices in compliance with safeguarding and data protection (GDPR).
 - Provide coaching and training to staff and pupils as required, including targeted development to upskill staff and comprehensive onboarding training, as well as additional training needs as identified.
4. Documentation, Compliance & Continuous Improvement
- Maintain up-to-date technical documentation, including procedures, inventories, configuration details, and knowledge bases.
 - Monitor service trends and provide technical insights, risk identification, and improvement recommendations to the Head of IT and Digital Learning.
 - Contribute to ongoing enhancements of the IT environment, ensuring smooth integration of new systems into operational use.
5. Collaboration
- Work closely with teaching, learning, business and operational teams to meet technical requirements and improve the overall IT experience.
 - Assist in project work relating to IT systems, networks, infrastructure upgrades, and enhancement of digital learning technologies.
6. Miscellaneous
- Engage in professional development and training as required.
 - Undertake any additional duties commensurate with the role, as requested by the Senior Leadership Team or the Head of IT and Digital Learning.

Person Specification

Essential

- Strong technical expertise in Microsoft 365 technologies (Security, Purview, Exchange, SharePoint, Entra, Intune, Azure) and other device management platforms (Jamf and/or Google Workspace).
- Extensive operational experience in IT operations, infrastructure support, and technical service delivery.
- Excellent working knowledge of networks (switching, Wi-Fi, VLANs), Windows/macOS environments, and common educational technologies.
- Strong problem-solving skills with the ability to diagnose and resolve complex technical issues.
- Ability to manage tasks and priorities effectively, working under pressure when necessary.
- Excellent communication and customer service skills suited to both staff and pupils.
- Experience coaching and training staff.

- High level of professionalism, integrity, and a commitment to safeguarding pupils.

Desirable

- Experience working in educational settings, particularly independent schools.
- Knowledge of classroom AV technologies and Google/Microsoft education tools.
- Experience managing or configuring firewalls.
- ITIL Foundation or similar qualification.
- Experience supporting infrastructure or network focused projects.

Personal Attributes

- Highly organised, technically proficient, and service focused.
- Calm, analytical, and methodical under pressure.
- Approachable, professional, and reliable.
- Comfortable working independently with strong hands-on involvement as well as playing a key part of the team.
- Passionate about delivering secure, high quality IT services.

All staff are expected to:

- Be aware of and committed to the ethos and values of Queen's
- Take an active role in the development and implementation of school policies and in the whole life of the school
- Ensure that there are equal opportunities for all
- Adhere to school policies and procedures
- Be fully committed to safeguarding and promoting the welfare of children