



The Redhill Academy

Job Description

Job Title:	IT Deputy Manager
Location:	The Redhill Academy
Salary:	The Redhill Academy Trust Pay Scale, Band 10, Scale point 46-50 £27,288 to £30,121
Hours of Work:	Full-time, all year round
Responsible to:	IT Manager
Post Objective:	To lead on the day to day delivery of an outstanding IT service supporting staff, students and parents.

Main Duties and Responsibilities:

Organisation & Management – Staff

- Supervision of the academy's IT Support team.
- Lead the team in the absence of the IT Manager (whilst they are delivering on their Trust role two days a week).
- Meet regularly with the IT Manager.
- Distribute tasks within the team according to job role, skill level and availability.

IT Network Provision

To take responsibility for the successful delivery of hardware-related tasks:

- Administration of the IT Equipment Loan system.
- Helping staff to set up IT equipment including laptops and projectors, amplifiers and interactive whiteboards
- Maintenance tasks, e.g. upgrading and maintaining staff laptops, cleaning equipment, replacing toner and drum cartridges in printers
- Routine tasks, e.g. filling printers with paper, monitoring equipment loan system, daily setup of IT rooms

- Fault-finding operations, e.g. resolving hardware faults, clearing printer jams, liaise with external support agencies as required, e.g. RM, School Service Desk, Tasc Software and Cunninghams to resolve faults speedily
- Installation and setup of new equipment e.g. laptops, desktops, projectors, digital cameras, scanners, printers, video editing equipment
- Support staff and students in use of IT resources eg laptops, projectors, digital cameras, camcorders and biometric systems
- Annual system maintenance including archiving student data, mass imports for user accounts across multiple systems, system year ends

To take responsibility for the successful delivery of software-related tasks:

- Installation, configuration of new/upgraded software
- Produce user guides and offer training and ad-hoc instruction to staff users
- On-going software monitoring and maintenance e.g. internal internet filtering software

IT Support

- To maintain a logging system for support requests from staff/pupils
- Determining course of action, and carrying out tasks to resolve support requests in accordance with service level policy.
- To ensure support calls with external support companies for both hardware and software issues are logged, and resolving issues with external support engineers
- To ensure technical assistance is provided at extra-curricular events
- Restore lost data
- Ensure new user accounts are created and assigned appropriate permissions
- Changing pupil and staff passwords
- Assigning printer resources to users

IT Administration

- Ensure data held on the school network is secure and accessible only by designated staff and students where applicable
- Ensure safe and secure access to the internet by staff and students alike
- Ensure the completion of data back up and archiving as required
- Maintain policies regarding access to the internet and data on the school network
- Administer and maintain systems required for efficient functioning of the academy e.g. MIS, parent communication software, staff and student access to resources
- Maintain inventories, asset and security mark IT equipment
- Administer and maintain IT systems including Telephony, Office 365, door access control, etc.
- Obtain quotes and order items as required by the department

- Store and file the necessary documentation regarding quotes, orders, licences, serial numbers etc.

IT Development

- Support the IT Network Manager in continual improvement and upgrade of the Academy's IT resources.

General

- Attendance at staff meetings and INSET activities where relevant.
- To uphold and actively support the academy's policies and procedures.
- Undertake any other duties which might be reasonably be regarded as within the responsibilities of the post, subject to the proviso that any changes of a permanent nature shall be incorporated into the job description in specific terms.

I,, accept this job description, which is subject to annual review, as an accurate description of the post stated.

Signed (Post Holder): Date:

Signed (Senior Manager): Date: