Job Description

IT and Data Manager
Phoenix House International School

The IT and Data Manager will inform the design, development and implementation of the School's IT/digital platform. The postholder will support teaching and learning by ensuring an efficient, modern, 'fit for purpose' IT infrastructure and will be responsible for maintaining, managing and developing the School's online infrastructure and Management Information Systems (MIS) ensuring the highest standards of data security and compliance. Developing appropriate policies and sharing knowledge through training and regular communication will be key aspects of this role.

Professional Responsibilities

The post holder will be required to exercise her/his professional skills and judgement to carry out, in a collaborative manner, the professional duties set out below. Job responsibilities will include, but are not limited to:

1. Contributing to the development of IT/Digital Learning strategy and policy:

- Provide advice on all IT matters, such as hardware, software, infrastructure, educational technology, network applications, MIS, data security and privacy.
- Liaise with all stakeholders including the Head of School, Deputy Head, pupils and parents to ensure their digital needs are understood and met.
- Ensure that the IT/Digital Learning strategy and policies are embedded in operational activities.
- Monitor the external environment for the latest IT developments in educational technology and maintain awareness of evolving best practices.
- Evaluate the performance of current hardware, software and IT infrastructure, reporting back to the Head of School and BOD in order to set priorities for future investment.
- In conjunction with the Head of School, Finance Manager, create a 3 to 5 year plan for investment and reporting against this plan.
- Act as the IT budget holder (production and control).

2. Supporting teaching, learning and administration with an efficient, modern and 'fit for purpose' IT infrastructure:

- Ensure that teachers and pupils have access to reliable, efficient and up-to-date IT facilities in their classrooms, library and specialist areas.
- Oversee the operation, management, implementation and review of the School's main digital communication and learning platforms i.e. Google etc. When issues arise, serve as the main point of contact for iSAMS and CPOMS.
- Supervise the upload of data to the School's systems throughout the academic year.
- Support the Admissions and Marketing Manager with the administration of admissions assessments by managing the GL CAT4 registration and classroom testing by registering pupils on CEM baseline testing services and maintain entries throughout the year.
- Support the Deputy Head (Academic) to set up virtual, online parents' evenings as and when required.
- Support the Deputy Head (Academic) to set up virtual, online lessons as and when required.
- Lead whole-school training in the use of iSAMS, CPOMS etc.
- To maintain the IT Business Continuity and Disaster Recovery plan and ensure it is up-to-date and robust.
- Ensure that the internet filter is up-to-date and robust.
- Ensure that the School's IT policy including reference to device use in the classroom is accurate and up-to-date.

3. Database administration:

- Take a lead in identifying and implementing ways in which data can be captured, consolidated and used more effectively to aid school intelligence and performance.

- Further develop the use of data and the School's Management information systems (MIS) to provide intelligence that enables focused school improvement based on collated and analysed data undertaken in the most efficient and effective way possible.
- Ensure that the School's MIS is up to date and fully operational in conjunction with the Head of School and Deputy Head when update installations are required, liaising with external support agencies to resolve problems as and when required.
- Develop data pathways between systems.
- Develop the interface to the School's VLE.
- Manage the iSAMS Parent Portal and liaise with parents as required.
- Assist with timetable import and curriculum/timetable changes in iSAMS.
- Maintain a detailed working knowledge of all areas of the MIS and other data systems.
- Perform SQL and other database housekeeping duties e.g. updates.
- Plan, coordinate and manage the School's assessment and progress tracking systems on the MIS, including the capture of grades from teaching staff.
- Advise and assist in target setting and produce detailed analysis of performance for a variety of parties including Head of School and BoD.
- Manage processes to digitally prepare and publish pupil reports.
- Import and export data from third parties e.g. online CEM testing.
- Work with teachers and support staff in the development of information systems in iSAMS and CPOMS for behaviour, attendance, punctuality etc. and identify through analysis emerging trends and patterns.
- Liaise with Admissions and HR for new pupil and staff accounts and ensuring that records are transferred in the annual rollover to the new academic years. This will also involve the creation of network access and Phoenix House email addresses.

4. Data security, management and compliance:

- Be the lead member of staff in relation to Data Protection and GDPR, data security, management and compliance.
- Maintain an up-to-date knowledge of Data Protection and GDPR regulations and cyber security best practices.
- Regularly conduct whole school training on Data Protection and GDPR and cyber security as well as provide advice on specific matters.
- Review and audit data flows across the School and devise strategies and policies for data storage and retention.
- Serve as the main point of contact for Subject Access Requests and any complaints which may arise from data security.
- Act as Data Protection Officer should this be required by the School.

5. General IT Administration

- Conduct maintenance to ensure maximum reliability and minimum service interruption.
- Maintain digital and hardware assets including maintenance of an asset register.
- Attend to tickets from colleagues and troubleshoot.
- Maintain school wide email system.
- Liaise with web provider.
- Liaise with third party vendors on the repair and servicing of equipment.
- Ensure all software is properly licensed and maintain up to date licenses.
- Manage the installation and upgrade schedules for educational, business and antivirus/anti-malware software.
- Provide technical support & training for school management, accounting and educational software.
- Ensure all LANs are secure from both electronic and physical intrusion.
- Review and maintain a proper level of access and password control.
- Ensure data integrity through routine database scans.
- Establish a disaster recovery plan.
- Guarantee network data is backed up regularly on a local server.

Personal Specifications
Experience

- Experience of managing IT and data management in a school setting
- High level of interest in and passion for international school education
- Experience of contributing to policy development, implementation and review

Knowledge, skills and abilities

- An understanding of online learning platforms and school management systems e.g. iSAMS

- Ability to be a good team player with a good understanding of how teamwork contributes to harmonious school life and purposeful school development.
- Excellent verbal and written communication skills.
- Ability to work under pressure, prioritise tasks and manage time effectively in order to meet deadlines.

Disposition – evidence of

- Commitment to excellence and to significantly contribute to the success of the company
- Personal and intellectual qualities required to work alongside and set an example to others.
- Ability to work on own initiative and be proactive.
- Flexibility, drive, energy and enthusiasm.
- Approachability and a sense of humour.