

Job Description

Job Title:	ICT Network Manager
Accountable to:	Business Manager
Salary:	£26,999 - £29,636
Hours:	37.5 hours

Technical Excellence, Employable Graduates

Purpose of Post

Under the direction of the Business Manager, the ICT Network Manager will take overall responsibility for the day to day operation of the IT support service, ensure that the appropriate service levels are maintained and the systems are reliable. The ICT Manager will be accountable for supporting the development and delivery of the college's IT strategy, including both day to day support and development work, managing all aspects of ICT technical support in the college to ensure the smooth running of the college education environment. The IT Manager candidate must work collaboratively with all key stakeholders to understand their technology requirements.

Expected to work on-site across the college to work at a strategic level. Long term planning skills required to forecasting the college's ICT needs in this fast pace environment.

Enhanced DBS Clearance required.

Operational Responsibilities

1. Accountable for IT operations and priorities for the team, including support requests and ongoing larger IT systems and infrastructure developments.
2. Overall responsibility for the IT helpdesk and ensuring that all requests for IT support are actioned in accordance with helpdesk procedures and priorities.
3. Overall responsibility for supporting, maintaining and managing a wide range of technical systems associated with the client devices and infrastructure.
4. Accountable and responsible for delivering day to day IT support to all users, and addressing any ongoing or reoccurring issues impacting the service.
5. Responsible for managing the operational relationship with third party contracts, making sure that any issues are clearly communicated, actioned, and resolved, and where applicable Service Level Agreements are adhered to.
6. Responsible for developing, embedding and managing methods of working practices including proactive IT support to end users to ensure that a high quality, professional IT service is provided to the whole college community
7. Encourage users to adopt good IT practice and ensure correct and appropriate use of equipment
8. Responsible for taking a leading role in all annual planning processes relating to IT, including the development and execution of individual work plans, ensuring structures are in place to provide feedback on these as the year progresses, business continuity and disaster recovery
9. Accountable for working collaboratively with teaching and learning and business support staff to understand their ongoing technology requirements, in order to support in the development of the IT strategy and ongoing IT operations planning and management.

10. Responsible for the process of analysing hardware and software resource requests to ensure that appropriate solutions are recommended.
11. Accountable for the IT budget creation and management, ensuring internal procurement process is followed for all purchases, that relevant records are kept and reports can be issued to leadership as and when requested.
12. Responsible for the maintenance and management of an up to date asset register enabling tracking of assets
13. Responsible for the maintenance of up to date documentation of all relevant IT and AV systems and hardware, including maintenance contracts and warranties
14. Accountable for driving personal continued professional development, in line with the college's CPD model and IT requirements.
15. Ensure that data is secure and that the college's policies on data protection and data handling are adhered to.
16. Ensure that backup and disaster recovery procedures are in place, tested and fit for purpose.
17. Managing and monitoring risk assessments as appropriate.
18. Managing and monitoring the training of all academy staff with regard to health and safety implications of ICT.
19. Undertake the training of all academy staff with regard to the college's policies on ICT.
20. Contribute to the development of the Trust's policies and procedures on ICT.

Project and Development Responsibilities

21. Responsible for identifying, scoping and planning key projects and developments as a result of identified teaching and learning technology needs that are linked to the college's IT vision and strategy.
22. Responsible for presenting fully scoped, budgeted and planned projects, with data driven benefits and outputs for all project business cases.
23. Accountable for managing the delivery of projects utilising the most appropriate project management methodology for the project.

Knowledge and Experience

24. Experience in managing, maintaining, and developing IT services and staff using relevant IT service management methodology such as ITIL.
25. Experience in supporting, developing and maintaining IT systems and infrastructure.
26. Knowledge of current best practice, products and statutory requirements, including ICT health and safety
27. Knowledge and experience of Microsoft Active Directory, 365, SAN environments, networks and configuration, tablet deployment / management.

Skills and Aptitudes

28. Provide technical support, whilst maintaining the ability to manage IT support services.
29. Discuss and explain technical issues to nontechnical key stakeholders.
30. Take a long term view and develop successful strategies through effective planning.
31. Adjust and adapt working practices to accommodate requirement changes.
32. Learn new technologies outside of traditional practice based on the strategic requirements.
33. Problem solve, analyse issues, make informed judgments, take appropriate action and accept responsibility for results..
34. Identify and meet the needs of all key stakeholders in order to deliver a high quality service.
35. Track, review and assess new and evolving hardware technologies and make recommendations on how they should be incorporated into the college (where appropriate).

Support for the College

1. Be aware of and comply with policies relating to Child Protection, Health & Safety, Equal Opportunities, Confidentiality, SEN Code of Practice as well as general staff procedures.
2. Contribute to the overall ethos, vision and aims of the college.
3. Appreciate and support the role of other professionals.
4. Attend relevant meetings as required.
5. Participate in training and other learning activities as required.

Additional responsibilities

1. To perform duties and attend meetings as reasonably required.
2. To participate in the College's appraisal scheme.
3. To undergo in-service training where required.
4. To observe and implement current college policies and good practice.
5. To perform other duties as circumstances arise, under the reasonable direction of the Principal.
6. Such other duties as from time to time may be required and are consistent with the role.

Safeguarding:

- Be fully aware of, understand and act upon the duties and responsibilities arising from legislation and guidance in relation to child protection and safeguarding.
- Be keenly aware of the responsibility for safeguarding children and to help in the application of the Safeguarding policy within the College
- Comply with the College's Safeguarding Policy in order to ensure the welfare of children and young persons

Disclaimer

The job duties, elements, responsibilities, skills, functions, educational factors and the requirements and conditions listed in this job description are representative only and not exclusive of the tasks that any employee may be required to perform. Scarborough UTC reserves the right to revise this job description at any time.

Working Hours

Full time core hours are 37.5 hours per week.

You will occasionally be required to work outside of core hours, for which lieu time will be accrued. Lieu time may be taken during term time with the prior approval of your line manager and in line with business requirements.

Annual leave may only be taken during college holiday periods.

Person Specification

	Essential	Desirable
Experience	<ul style="list-style-type: none"> • Experience of all aspects of ICT technical support provision • Experience of managing server-related technologies and software • Experience of working in an ICT related environment • Experience of working within budgets • Experience of line managing staff • Experience of delivering technical/specialist training • Network Management experience • Experience in Information Security 	<ul style="list-style-type: none"> • Experience of developing ICT related policies • Project management experience
Knowledge	<ul style="list-style-type: none"> • Up to date theoretical knowledge of ICT, equipment, hardware and software applications • Theoretical knowledge of ICT management techniques and practices • Knowledge of Microsoft Office Applications and other software packages • Up to date knowledge of developments within ICT • Good literacy and numeracy skills 	<ul style="list-style-type: none"> • Awareness of Educational issues
Occupational Skills	<ul style="list-style-type: none"> • Good time management skills and ability to work under pressure and meet deadlines • Self-motivated to complete required duties • Confidentiality • Excellent written and verbal communication skills: able to communicate effectively and clearly with a range of staff, pupils and parents. • Demonstrable ICT skills and ability to use them as part of the learning process • Ability to exercise initiative and successfully lead a team of staff • Training skills • Problem Solving and analytical Skills 	

	<ul style="list-style-type: none"> • Organisational skills 	
Qualifications	<ul style="list-style-type: none"> • Degree qualified or equivalent level in ICT 	<ul style="list-style-type: none"> • Project Management
Personal Qualities	<ul style="list-style-type: none"> • A pro-active leader with the desire to be accountable for delegated areas of responsibility • Personal impact and presence • Honest and integrity • Energy, enthusiasm and the ability to keep things in perspective • Commitment to learning for self and the development of own skills and knowledge 	
Other Requirements	<ul style="list-style-type: none"> • To be committed to the college's policy and ethos. • To be committed to continual professional development. • Motivation to work with children and young people. • Ability to form and maintain appropriate relationships and personal boundaries with children and young people. • Enhanced DBS clearance required 	
Equal Opportunities	<ul style="list-style-type: none"> • To assist in ensuring that SUTC's equalities policies are considered within the college's working practices in terms of both employment and service delivery. 	