

# Goresbrook School

## Job Description

<b>Post:</b>	<b>IT Service Manager</b>
<b>Responsible to:</b>	<b>Business Manager (Operational), London IT Service (LITS) (Technical)</b>
<b>Responsible for:</b>	<b>IT service provision at Goresbrook School</b>
<b>Role Purpose:</b>	<b>To deliver, maintain, and support technology services at Goresbrook School and potentially other United Learning academies. The role includes leadership of IT staff, strategic planning, and ensuring high-quality service delivery aligned with educational and administrative needs.</b>

### Key Responsibilities

- Reporting to the Business Manager, contributing to the operational management of IT Services to support teaching and learning, business and administrative at Goresbrook.
- With support from United Learning Technology Specialists create IT reports for the monthly reporting cycle at Goresbrook School.
- Line Management responsibility for any IT Technicians employed
- Oversee the provision of Audio-Visual systems at Goresbrook School to ensure high availability and suitable performance. With the support of the United Learning Technology Specialists, develop a sustainable strategy for refresh, taking into account educational requirements, emerging technologies and affordability.
- Responsible for meeting all SLA measures for the IT Service in Goresbrook School

### Specific Duties

#### **Service Operation**

- Implement specified IT policies and procedures and contribute to their ongoing development.
- Oversee service desk operations in-line with LITS processes, compliance with SLAs and the operational deployment of IT technical staff.
- Offer second-line support for complex requests and issues, performing hardware and application diagnostics and coordinating with third parties when necessary.
- Contribute to the professional development of fellow LITS colleagues.
- Manage the performance and workload of the local IT team.
- Provide support, training, and assistance to staff, pupils, and visitors as needed.

#### **IT Estate at Goresbrook School**

- Maintain, develop, and deploy IT hardware and software resources.
- Keep an accurate hardware and software asset register.

- Contribute to digital strategy refresh plans.
- Procure equipment in collaboration with the LITS and the school.
- Regularly test and validate backup procedures.
- Monitor and maintain IT system security, including anti-virus/anti-malware.
- Manage and monitor active network appliances and components.
- Install servers and upgrade network operating systems as needed.
- Ensure the reliable and appropriate operation of internet filtering and monitoring systems as directed by the safeguarding team.
- Support integration with third-party systems.

### **Personal IT Competences**

- Strong skills in the management and troubleshooting of networked systems.
- A strong skillset in the management of users within a Windows environment.
- The ability to troubleshoot issues with hardware, identifying faults and resolving/ escalating as required.

### **General**

#### **CPD**

- To take part in the school's CPD programme by participating in arrangements for further training and professional development
- To continue personal development in the relevant areas
- To engage actively in the Performance Review process
- To work as a member of a designated team and to contribute positively to effective working relations within the school
- To attend meetings etc. in accordance with the school calendar

#### **Marketing and Liaison**

- To take part in marketing and liaison activities such as Open Evenings, Parents Evenings etc.
- To contribute to the development of effective links with external agencies and develop opportunities for multi-agency working

#### **Communications**

- To communicate effectively with the parents/carers of students as appropriate
- Where appropriate, to communicate and co-operate with persons or bodies outside the school
- To follow agreed policies for communications in the school

#### **Other Specific Duties**

- To play a full part in the life of the school community, to support its distinctive mission and ethos and to encourage staff and students to follow this example
- To promote actively the school's Policies & Procedures
- To continue personal development as agreed
- To comply with the school's Health and Safety policy and undertake risk assessments as appropriate

- To undertake any other duty as specified not mentioned in the above
- To comply with the school's procedures concerning safeguarding and to ensure that training is accessed

Occasionally, this role may require evening or weekend work, typically with reasonable notice for events such as school open days or scheduled maintenance. In rare cases, out-of-hours support may be needed during unexpected outages. Flexibility and a willingness to adapt working hours to meet the needs of the school are therefore important.

The information contained above is to help staff understand and appreciate the work content of their post and the role they are to play in the organisation. However, it should be noted that whilst every effort has been made to outline all the duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings have therefore been used, in which case all the usual associated duties are included in this job description.

This job description will be reviewed annually as part of the performance management process and may be subject to amendment or modification at any time after consultation with the post holder.

Elements of this job description and changes to it may be negotiated at the request of either the organisation or the post incumbent.

## Goresbrook School

### Person Specification

	Essential	Desirable
<b>Qualifications &amp; Experience</b>		
• At least two years' experience in a similar role, including line management	✓	
• 5 GCSEs including English and Maths, grade 4 and above or equivalent	✓	
• IT or other relevant degree		✓
• Professional IT certifications		✓
<b>Experience</b>		
•		
• Working to defined service levels and targets	✓	
• Experience with Disaster Recovery configuration		✓
• Experience of leading on projects		✓
<b>Professional Knowledge, Skills &amp; Competencies</b>		
• Knowledge and understanding of the education sector		✓
• Excellent customer focus	✓	
• Knowledge and practical skill with Windows Server management and support	✓	
• Previous experience of management of virtualised server systems	✓	
• Previous experience of management of backup systems	✓	
• Knowledge and practical skill with Windows Active Directory and Group Policy	✓	
• Knowledge and practical experience in managing M365 tenancies.	✓	
• Knowledge, understanding and practical experience of the application of relevant statutory requirements concerning Data Protection, Copyright, Health & Safety and Safeguarding as they apply to school environments	✓	
• High level skills in Microsoft Office 2016	✓	
• Wireless networking configuration		✓
• Web development skills		✓



• Experience of managing and supporting VoIP telephone systems		✓
• Excellent written and verbal communication & interpersonal skills	✓	
• Good planning and organisation skills	✓	
• Ability to build relationships, relate to students and act as a role model, encouraging positive behaviour	✓	
• Ability to work as part of team and on own initiative	✓	
• Experience of managing or coaching other technicians		✓
• Proactive approach to work	✓	
• Ability to work under pressure, prioritise and meet deadlines	✓	
• High levels of discretion and ability to work in a confidential manner	✓	
• Willingness to work in a flexible manner	✓	
• Attention to detail	✓	
• Sound analytical, problem solving & reporting skills	✓	
• Commitment to the ethos, aims and values of the academy	✓	
• Commitment to continuous professional development	✓	
• Respect for others in an inclusive community	✓	