



THE ELMS

EST 1614

JOB DESCRIPTION

Job Title: IT Manager
Responsible to: Director of Finance & Operations
Contract: Full time
Start: ASAP
Salary: £30-£35k depending on experience

The Elms:

The Elms is a wonderful co-educational prep school situated on the Herefordshire/Worcestershire border. We are nestled in the foothills of the Malvern Hills in 45 acres of rural tranquility, in the village of Colwall, which is 10 minutes from Ledbury or Malvern. We have our own working farm, with cattle, sheep, pigs, goats, poultry, and horses, all of which are part of the teaching and learning curriculum.

The Elms was founded in 1614, making us the oldest prep school in England still situated on its original site. We are an IAPS boarding and day school and pride ourselves on achieving excellent results to many Public Schools, both locally and across the UK. Despite being non-selective the school achieves consistently high standards academically.

The main purpose of the role is to provide strategic leadership and management of the IT provision within the school. You will lead the development of IT solutions, deliver the appropriate support service, training and awareness for IT developments.

The school uses a number of systems and has a range of hardware that needs to be monitored, maintained and managed. These include, but are not limited to: Office 365, iSAMS (School management information system), SOCS (School calendar and facility service), Wired & wireless networks, internal phone systems, firewalls and CCTV. Hardware is inline with what you would expect in a school, with desktops, laptops, Chromebooks, tablets and interactive smartboards being present in the school.

There is scope to include a teaching role within the role of IT Manager, with IT lessons being part of the wider teaching curriculum. However, this is not a prerequisite for the role, but please state if you have previous experience of teaching IT, or an interest in doing so.

Leadership and Management

- Act as the Online Safety Lead
- Strategic planning of future technical developments, including e-learning
- Lead and manage IT implementation projects
- Disaster Recovery and Business Continuity from an operational perspective
- Proactively drive systems development by keeping up to date with cutting edge systems technologies
- Ensure that the security of the network is protected and secure from intrusion and malware according to best practice
- Ensure that a comprehensive Internet and filtering service is provided.
- Creating clear documentation on the configuration, use and support of IT systems and developments.
- Ensure that all IT services are in compliance with child protection or any other relevant legislation.
- To develop a data protection strategy and ensure compliance with all data protection legislation including GDPR
- Provide IT training and act as a technical resource to other members of staff.
- Lead in the maintenance and development of Office 365 resources, including acting as the MS Global Administrator for the business
- Act as the main administrator for iSAMS and SOCS
- Actively work to continually improve the reliability, resilience, performance and functionality of IT systems.
- Raise support cases with third parties as required
- Ensure that any IT service or equipment meets health and safety requirements
- To create annual strategic plan to present to SLT/Governing Board
- To report termly to the Governors, through the DSL on Filtering & Monitoring

Management of resources

- Manage all available resources efficiently and effectively
- Identify and collate the future resourcing needs and aspirations for IT for consideration in the school budget planning process.
- Purchasing and advising on the purchase of IT software, hardware and solutions in line with procedures, financial regulations and plans.
- Physically install desktop, server, network and multimedia hardware and software
- Maintain relationships with suppliers to ensure best value and service
- Ensure that all software and systems are correctly licensed
- Maintain the accuracy and security of the asset register by ensuring that procedures for security tagging, retiring old hardware and bringing on stream new hardware are robust and effective.

Quality assurance

- Systematically monitor the quality of provision
- Oversee testing of the backup and disaster recovery solutions.
- Gather feedback and conduct reviews on the quality of IT systems developments
- Ensure appropriate support contracts are in place to cover hardware, software and systems as required.

Training & development of self and others

- As a lead professional set personal targets and take responsibility for own continuous professional development.
- Ensure all new staff receive an induction into IT

Other Specific Duties

- The postholder will also work as part of the school support team and may occasionally be expected to provide initial cover throughout the whole non-teaching area as necessary e.g. in the case of staff sickness.
- To carry out the duties in the most effective, efficient and economic manner available
- To support the school ethos
- To maintain confidentiality at all times
- To carry out and communicate The Elms' values in all aspects of work
- To contribute to the safeguarding and promotion of the welfare and personal care of students with regard to Child Protection Procedures

Education & qualifications

Essential

- Appropriate A Level, or
- Microsoft Technical Certification, or
- Equivalent proven experience

Desirable

- Degree level or equivalent recognised professional qualification
- MCSE, MCSA

Knowledge & Experience

Essential

- Experience of managing, maintaining and developing wired/wireless networks infrastructure
- Excellent problem solving and resolution abilities on a wide range of software, hardware and network issues
- Management of server environments, M365, Azure, Teams, Sharepoint, Active Directory, WiFi, TCP/IP Networks, switching, firewalls
- Knowledge of Cyber Security protections measures and tools
- Experience in configuring and managing switches, Firewall and web filter
- Experience of detailed networking and system specification in a complex environment
- Excellent accuracy and attention to detail
- Ability to effectively self-review work
- Excellent organisational skills
- Analytical skills; compiling and analysing data
- Ability to undertake robust investigations and provide advice as required
- Be adept at working alone and as part of a team, as required
- Have strong attention to detail and an investigative nature
- Be able to work quickly, flexibly and in line with deadlines and priorities

Desirable

- Experience with the delivery of IT in schools
- Ideally experienced in working in Schools and with prior knowledge of School's regulatory
- Have an interest in education and a commitment to the ethos of the School
- Excellent interpersonal and communication skills, with the ability to relate to a wide audience and develop positive working relationships with people at all levels
- To be able to provide professional support at all levels of the School in HR and compliance.

This job description and personal specification indicates only the main duties and responsibilities of the post. It is not intended as an exhaustive list.

The school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.