

Job Description: IT Infrastructure Manager – St James Schools

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.

REPORTS TO:

The IT Infrastructure Manager reports to the Head of IT.

MAIN TERMS:

Normal hours: 8am to 4.30pm, Monday to Friday, all year round

Location: Earsby Street, London W14 8SH

Salary: up to £50,000 per annum (subject to experience and qualifications)

Benefits: generous holiday entitlement, 30 days per annum plus 3 days during school closure at end of every calendar year (in addition to bank holidays), group personal pension plan, free lunch provided in staff canteen during term time, life assurance cover and free parking during school holidays only.

Start date: Available to start on/by February 2024

Interview date: Interviews will be arranged directly with shortlisted candidates. The School reserves the right to offer the post at any stage in the appointment process.

SUMMARY OF ROLE:

The IT Infrastructure Manager is responsible for the day-to-day management and support of all aspects of the St James network, systems, servers and the development and management of the desktop environment. You will line manage the infrastructure engineers and technicians.

Reporting directly to the Head of IT, this post will play a pivotal role in ensuring our core IT infrastructure is fit for purpose, and by working with existing team members and other partners in improving the performance, resilience and effectiveness of our key school systems.

This is a hands-on role and the post holder is expected to have strong technical skills in supporting and managing Windows servers, O365, server hardware, SAN, Active Directory, and VMware vSphere. In addition, the post holder will line manage staff who make up the operational side of the service and when needed provide front line support to the school community.

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. Applicants will be required to undergo child protection screening appropriate to the post, including reference checks and an enhanced DBS check.

MAIN DUTIES:

The IT Infrastructure Manager's main duties are to:

- to maintain, support and develop core applications, servers and systems used within the schools; this includes devising and implementing procedures for reliable backup and restoration, maintain suitable levels of effective anti-virus protection across the desktop estate;
- maintain and develop systematic monitoring of the network and using appropriate management software;
- develop, implement and manage the regular patch management services and cycles;
- develop and manage appropriate network security procedures and policies;

- to research, plan, coordinate and implement upgrades in accordance with industry standards;
- to administrate Windows Servers through scripted as well as conventional methods, including both PowerShell and VBScript for user accounts and access privileges;
- to support, maintain and develop Windows server environment running under Windows 2012 and above, and develop a plan in safely upgrading any of those legacy servers;
- manage the operational teams including 1st/2nd line helpdesk, audio visual and network services;
- to configure and support network account management interfaces with Cloud-based services such as Office 365;
- to ensure that essential systems can be brought back into service rapidly in the event of a major incident;
- to proactively monitor the resources being used by core applications, servers and systems in order to predict resource shortfalls in advance and take preventative action;
- to support and perform system maintenance, security and integrity checks by overseeing backup procedures and network access controls;
- to ensure user equipment is up to date and provide consistent mass deployment of computer images based on user groups and profiles
- to ensure Active Directory is well maintained with accounts being created, and deleted according to the schools' retention policy
- to manage documentation and change control processes to applications, systems and servers;
- actively promote team values, including accepting and promoting agreed standards, encouraging and supporting other team members, and supporting management in achieving agreed goals;
- adhere to and promote the schools' health and safety policies and procedures.

GENERAL:

The above responsibilities are subject to change at the discretion of the Head of IT and shall include other responsibilities as the Head of IT may assign from time to time. The Head of IT may also, at their discretion, reassign some of the above responsibilities. The Head of IT will work with the IT Infrastructure Manager to co-ordinate work and resolve problems and will evaluate the IT Infrastructure Manager's performance.

A Disclosure and Barring Service check at the enhanced level is required for this position. By the nature of the duties of this position, there is a requirement for occasional early morning, evening or weekend work.

The IT Infrastructure Manager is mainly located at our Kensington Olympia site. However, as part of the central staff, the IT Infrastructure Manager will also be required to regularly visit the Ashford site or in case of any technical emergencies.

IT INFRASTRUCTURE MANAGER – ST JAMES SCHOOLS

PERSON SPECIFICATION

ESSENTIAL:

- extensive experience of the practical aspects of managing applications, servers and systems;
- extensive knowledge and experience of Windows server management, Active Directory, DNS, MS Exchange / O365, Veeam and Veeam Backup;
- knowledge and experience of managing firewalls and desktop anti-virus software;
- experience of using at least one high level programming language such as PowerShell;
- practical in-depth experience of managing and maintaining VMware vSphere;
- service-oriented with a flexible, customer-focused approach to service delivery;
- effective communication skills (verbal and written) with all levels of staff;
- ability to prioritise own workload under minimal supervision;
- an undergraduate degree or equivalent working experience.

DESIRABLE:

- experience of working within the education sector;
- previous line management experience;
- PRINCE2 Foundation or above / similar project management qualification;
- to have used or be qualified in a recognised service delivery method such as ITIL4.