

Villiers High School Deputy IT Manager Job Description

Position Title: Deputy IT Manager
Responsible To: Multi-Site IT Manager
Salary: Scale 10 £36,849.00 - £40,008.00
Hours: Fulltime 35 Hours per week (all year round)

Main Purpose

To deputy IT Manager will work within the Service Desk Team developing and providing support for the IT Infrastructure across the school site ensuring effective operation and availability. The role will involve supporting the Multi-Site IT Manager and acting as an escalation point for the IT Service Desk Team.

Principle duties are to be fulfilled through delegation or working alongside the junior members of the Service Desk Team.

While the role is primarily 3rd line involving team supervision and support, it is expected that the Deputy IT Manager will also be involved with other support tasks, including assisting end users and supporting school events.

1 Management

- Daily supervision, training and development of staff within the Service Desk team
- Promote best practices and ensure teachers are benefiting from the full potential of IT systems
- Take part in training teachers on the use of specific IT applications
- Assist the Multi-Site IT Manager in the delivery of IT development plans
- Oversee the helpdesk ticket system and assign staff appropriately
- Deputise for the Multi-Site IT Manager as required

2 IT Service Desk

- 2.1 Ensure the IT Service Desk is offering a quality support service to all end users through efficient and effective practices as directed by the Network Manager.
- 2.2 Oversee the upkeep of the asset database ensuring it is accurate & current.
- 2.3 Ensure the technical knowledge base repository is maintained and kept up to date.
- 2.4 Ensure that tickets are resolved in line with agreed SLAs staff are informed of progress regarding solutions.
- 2.5 Act as an additional point of contact regarding technical issues raised by staff.

Represent the Multi-site IT manager by taking ownership of issues raised by resolving disputes / complaints.

3 Disaster Recovery / Data Backups

Support the maintenance of an effective backup and disaster recovery strategy to ensure against loss of data through VEEAM.

4 Network Infrastructure

Support the Multi-Site IT Manager in the operational management and control of technical aspects of the installation, configuration and maintenance of the School's software and network infrastructure including but not limited to:

- Servers, physical and virtual through MS HyperV
- Manage AD, GPOs, DNS, DHCP, Azure sync, and MDT
- Internet access filter, Smoothwall
- Wired and wireless network devices, HP Aruba / Cisco Meraki
- Network and data security, VLANs and routing
- System monitoring, Smoothwall, Securus and Impero
- Workstations and mobile devices
- Software installation
- Cabling to network devices
- Network printing devices, PaperCut
- Interactive LED Panels, Genee & Spark
- Email and collaboration, MS 365 & MS Teams
- School Intranet services SharePoint Online
- Paperless technology / online forms, MS Power Automate
- Installation of clients and updates of the MIS, SIMS
- Google Work Space
- Apple network, Jamf
- Daily system reporting

5 CCTV / Access Control & VOIP Telephone Services

Oversee and assist in the day to day running and maintenance of the CCTV, Indigo Vision Access Control, Salto and VOIP, 3CX.

6 School Website

Responsible for overseeing and delivery of maintenance and update of content onto the School website, webanywhere.

7 Project Management & Strategic Planning

7.1 Assist in the delivery of strategic IT Projects by monitoring and tracking individual team progress.

7.2 Track projects and provide regular reports for the Multi-Site IT Manager summarising progress and risks.

7.3 Represent the Multi-Site IT Manager by acting as the point of contact for new projects and solution requests.

- 7.4 Scope out solutions, design and delegate projects based on consultation with senior members of staff.
- 7.5 Research new technologies that can be used to provide tangible benefits for the delivery of teaching and learning.
- 8 Budgeting & Procurement**
- 8.1 Assist in the IT equipment procurement process by organising quotations and ensuring purchasing / budget documentation are up to date in line with financial procedures.
- 8.2 Carryout regular budget reports and manage the spending commitments against allocated funding.
- 9 Communication & Liaison**
- Foster regular communication with staff members and students in order to facilitate the smooth running of the support provision and to promote new IT systems and projects.
- 10 Professional Development**
- 10.1 Show a commitment to personal and professional development by meeting targets agreed with the Network Manager.
- 10.2 Ability and willingness to adapt or alter one's practice when & where benefits and improvements are identified.
- 10.3 Show consistent competence and reliability on a day-to-day basis, demonstrating a sound understanding of the issues faced and the technologies used throughout the school. Keep up to date with the latest technologies and trends.
- 11 Unsocial Hours**
- There may be a requirement to work beyond normal hours should emergency work / upgrades on IT systems be needed. Additional duties may include support for IT at special events, such as Parent's Evenings, conferences, and school productions and undertake any other IT related duties as required.
- 12 Multi-Site Work**
- Whilst permanently based at Villiers High School, the Deputy IT Manager's role may be required to assist the Multi-Site IT Manager by working at other school sites as and when required.
- 13 Specific Tasks relevant to the role**
- It is expected and reasonable that the attendance and punctuality of the Deputy IT Technician should be exemplary. This job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so construed. The job description is not necessarily a comprehensive definition of the post. It may from time to time, be subject to modification or amendment in consultation with the holder of the post and other relevant parties.