Star Academies

Nurturing Today's Young People, Inspiring Tomorrow's Leaders

JOB DESCRIPTION

Job Title:	ICT Technical Lead (Academies)		
Base:	Bradford		
Reports to:	Infrastructure Architect	Grade:	M1
Staff Responsibility for:	N/A	Salary:	£31,401 - £37,107
		Term:	Full time, full year
Additional:	As assigned.		

JOB PURPOSE

To provide ongoing support of technical expertise and knowledge within Star Academies.

To provide support to the on-boarding process of academies joining the Trust

To ensure that all systems are working at optimal levels and support the development of new technologies and system requirements, whilst supporting the existing environment.

To be responsible for technical advice and design services to assist the delivery of the ICT vision, policy and strategies and for the oversight, maintenance and development of all ICT functions within the Trust.

JOB SUMMARY

1. To assist in the development and ongoing support of technical expertise and architectural solutions in infrastructure, hardware, hosting service and network areas within Star Academies.
2. To ensure that the correct level of due diligence is carried out prior to an academy joining the Trust and to provide support once they have joined.
3. To ensure that all systems are working at optimal levels and support the development of new technologies and system requirements, whilst supporting the existing environment.
4. To work closely with all Trust establishments and have an understanding of Trust business.
5. To be responsible for technical advice and design services to assist the delivery of the ICT vision, policy and strategies and for the oversight, maintenance and development of all ICT functions within the Trust.
6. To identify potential areas for innovation within the Trust using ICT and facilitate in the business case development, ensuring adherence to the project prioritisation process.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

1. **Strategic responsibilities**
   1.1. Assist the ICT Infrastructure Architect in the implementation of the architectural strategy, design, security, governing principles and standards as they relate to the Trust's infrastructure.
   1.2. Work with the Trust's ICT providers as well as other technical staff to design, implement and support solutions to meet the goals of the Trust.
   1.3. Provide team leadership, technical leadership, coaching, mentoring and support to Trust ICT Technicians.
   1.4. Create the design, approach and planning documentation for approval and handoff for implementation.
   1.5. Provide support and consulting for incidents as well as root cause analysis.
   1.6. Participate in audits and security reviews.
   1.7. Participate in ICT capacity planning and vendor management.
   1.8. Participate in financial management of maintenance contracts and managing infrastructure projects to budget.

2. **Architectural responsibilities**
   2.1. Aassist in developing and maintaining the Trust's ICT roadmaps in conjunction with the ICT Infrastructure Architect, ensuring the effective delivery and cost effectiveness of the Trust's services.
   2.2. Develop and maintain infrastructure standards for the Trust's ICT ensuring a fully documented standard exists for each infrastructure discipline and/or solution.
   2.3. Assist in maintaining a technology roadmap to ensure that out of support technology is replaced in line with manufacturers' guide lines and maintain development plans to replace/update end of line services.
   2.4. Assist in creating design and development documentation for the Trust and the Trust's establishments where necessary.
   2.5. Analyse system requirements and ensure systems offer security and capacity and comply with ICT standards
   2.6. Ensure that standards are maintained so that systems are working at optimal levels and offer support to application development department regarding new infrastructure technologies and system requirements.
   2.7. Assist in the identification and delivery of continuous improvement opportunities to the Trust's ICT landscape.

3. **Technical responsibilities**
   3.1. Support of the following technologies:
   - a. Windows Server / Desktop Technologies
   - b. VMware / Hyper-V / Virtualisation
   - c. Citrix / Remote Access
   - d. LAN, WAN, Networks, VPN, DHCP, DNS
   - e. Cloud – Public / Private / Hybrid Cloud (Private & Public Cloud)
   - f. Storage - Enterprise SAN / NAS
   - g. Security - Access Control, Identity Management, Mobile Device Management, Encryption etc.
   - h. Office 365 & Microsoft Azure integration
   - i. School MIS solutions

4. **Project responsibilities**
   4.1. Support the ICT Project Manager in the delivery of ICT projects.
   4.2. Conform to the ICT change control process within the Trust

5. **Other Responsibilities**
   a. Promote the Trust's vision of 'nurturing today's young people, inspiring tomorrow's leaders'.
   b. Champion the Trust's values of 'Service', 'Teamwork', 'Ambition' and 'Respect'.
   c. Contribute to the wider life of the Trust and the Star community.
   d. Carry out any such duties as may be reasonably required by the Trust.

6. **Records management**

   a. All staff who create, receive, and use records in the course of their job are responsible for ensuring that records are managed appropriately. It is therefore likely that this post-holder will have responsibility for record-keeping as part of the role. Employees are required to be conversant with the Trust's policies and procedures on records management.

This appointment is with the Trust. The job description forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only and may be reviewed in negotiation with the employee in the future. The appointment is subject to the terms and conditions outlined in the 'Star Academies Contract'.

PERSON SPECIFICATION

No	CATEGORIES	Essential/ Desirable	App Form	Interview/ Task
			Assessed by:	
QUALIFICATIONS				
1.	5 A*-Cs at GCSE including English and Maths	E	✓	
2.	A degree and/or professional qualification relevant to the post	D	✓	
EXPERIENCE				
3.	Experience of working in an ICT setting.	E	✓	✓
4.	Experience of working with varied partners & 3rd parties.	D	✓	✓
5.	Experience of supporting large ICT environments.	E	✓	✓
6.	Experience in leading projects	E	✓	✓
7.	Experience of working in an educational setting.	D	✓	✓
8.	Experience of using infrastructure management tools.	E	✓	✓
ABILITIES, SKILLS AND KNOWLEDGE				
9.	Ability to use MS Office software packages such as Word, Excel and Outlook, as well as Visio and Office 365.	E	✓	✓
10.	Ability to prioritise, work efficiently and accurately, particularly under pressure, to deadlines and using own initiative.	E	✓	✓
11.	Ability to address sensitive matters with a caring manner and maintaining confidentiality at all times.	E	✓	✓
12.	Ability to maintain positive relationships with staff, parents and members of the community.	E	✓	✓
13.	Strong verbal and written communication skills.	E	✓	✓
14.	Willingness to undertake some travel as part of role.	D	✓	✓

No	CATEGORIES	Essential/ Desirable	Assessed by:	
			App Form	Interview/ Task
PERSONAL QUALITIES				
15.	A passionate belief in the Trust's vision of "nurturing today's young people, inspiring tomorrow's leaders".	E	✓	✓
16.	Strong team working skills.	E	✓	✓
17.	Highest levels of professional and personal integrity.	E	✓	✓
18.	Excellent interpersonal skills.	E	✓	✓
19.	Personal resilience, persistence and perseverance.	E	✓	✓
20.	Commitment to the pursuit of Continuous Professional Development by oneself and others.	E	✓	✓
21.	A strong commitment to the Trust value of 'Service'.	E	✓	✓
22.	A strong commitment to the Trust value of 'Teamwork'.	E	✓	✓
23.	A strong commitment to the Trust value of 'Ambition'.	E	✓	✓
24.	A strong commitment to the Trust value of 'Respect'.	E	✓	✓
25.	Commitment to support Star Academies' agenda for safeguarding and equality and diversity.	E	✓	✓
26.	Sympathetic to and supportive of the Mixed Multi-Academy Trust Model and ethos of the Establishment.	E	✓	✓