



ICT Manager

Responsible to: Head of Operations (ICT)

Profile

Reporting to the Head of Operations (ICT), the ICT Manager is responsible for:

- Running the school's ICT, AV, Helpdesk Services, providing a user-friendly and high performing service to staff and students.
- Developing software applications as well as undertaking tasks to promote the effective use of ICT across the curriculum and administration of the school.
- Line managing the ICT technicians and apprentice and contributing to developing the school's ICT strategy.

In addition, the post holder will assist the Head of Operations (ICT) to plan and deliver ICT service projects.

Key Responsibilities

Run the ICT helpdesk, providing ICT support to staff and pupils across the School

- Set, communicate and meet agreed service levels for the use of photocopiers, PCs, software and hardware.
- Deliver a customer friendly service to all staff and pupils, according to agreed service levels.
- Log support requests and monitor performance against service levels, allocating and managing the Service desk tickets.
- Ensure first line ICT support is provided in a timely way
- Provide analytical data to senior management in order to monitor performance and identify areas for learning and improvement
- Provide technical website support (using Wordpress) and support ongoing website developments and projects
- Liaise with 3rd Party Software and Hardware vendors to establish clear lines of support
- Support external visitors with ICT implementations and presentations.

Develop software applications and promote the effective use of ICT across the School

- Create and implement a structured approach to rolling out Jamf and other MDM solutions.
- Carry out iPad image creation, deployment and troubleshooting, and manage and test Apple apps.
- Maintain and administer Apple School Manager
- Install and administer specialised Departmental Curriculum software, including for examinations.

Line manage the ICT support team and play a strategic role in developing ICT strategies

- Line manage two ICT Technicians and the ICT Apprentice
- As a member of the middle management team, take part in bi-weekly strategic/operational meetings with the Head of ICT Operations and Director of Finance and Operations
- Contribute to develop a School ICT strategy and take part in the annual planning and budgeting cycle.
- Deputise for the Head of ICT in his absence, including occasional out-of-hours support
- Support the Head of ICT to provide network support and to administer dual domains.

Person Specification

<i>Education</i>	<ul style="list-style-type: none"> • Degree level or equivalent • Relevant Comptia and Microsoft certifications highly desirable
<i>Experience</i>	<ul style="list-style-type: none"> • At least 3 years' experience in a user-faced ICT role, preferably in the education sector • Knowledge of a wide range of software used in a school environment • Experience of managing and running an ICT helpdesk including Microsoft applications, Jamf and other MDM solutions.
<i>Skills and abilities</i>	<ul style="list-style-type: none"> • Knowledge of a wide range of software used in a school environment • Highly organised, and adept at juggling priorities and remaining calm under pressure. • Excellent communication skills, both in writing and verbally. • Able to work without close supervision and to take ownership of service delivery. • Analytical, able to collate and present data.
<i>Personal attributes</i>	<ul style="list-style-type: none"> • Personable, able to understand and empathise with non-technical users • Proactive and enthusiastic • Able to solve problems and take initiative • Ability to prioritise, working in a fast-moving environment
<i>Commitment to</i>	<ul style="list-style-type: none"> • The KAS ethos, and child-centred enlightened education • Working in a 'can-do' culture with a commitment to continuous improvement

ICT Technician - Main terms of employment

- The position is full-time with a salary in the range of £40,000 to £42,000 per annum depending on qualifications and experience
- Paid holiday entitlement is 26 days per school year (plus 8 bank holidays)
- Normal hours of work are from 8.00 am to 4.00 pm. However, this is a senior manager post and the post holder will be required to work the hours required to fulfil the role
- The school contributes to a defined benefit pension scheme.
- Whilst not a contractual commitment, it is the school's custom to provide all staff with free lunch during the school term.