



Job Description: Head of IT

Title:	Head of IT
Reports to:	Finance Director
Location:	Cuckoo Hall Academy campus, working across CHAT
Hours:	Full time
Contract Type:	Permanent
Salary:	CHAT Support Staff Spine Point 54 £50,945.45 to Spine Point 63 £60,112.17 per annum (depending on experience)

Summary Description

The Head of IT will lead, manage and coordinate the smooth running of day-to-day IT operations across all CHAT locations ensuring systems are operationally available and secure to support educational functions, school administration and other essential business operations.

As leader for IT, will determine strategy, initiate and motivate all technology investments, prepare budget recommendations and manage execution of agreed plans; Lead the design and implementation of new technology as determined by business requirements; Manage IT staff and external vendors, serving as the key person responsible for all IT related issues.

The Head of IT will identify, recommend and implement cost-effective technology solutions for all aspects of the organisation; prepare bid specifications and analyse bid proposals from vendors for computer and network equipment and software; coordinates assigned activities with other departments and external vendors.

The right candidate will need to have excellent customer service skills and a clear focus on putting schools first to ensure the needs of teachers and children are met.

Main Duties and Responsibilities:

IT Strategy

- Develop strategies with the Finance Director and Chief Executive in order for the IT to meet the requirements of the Trust.
- Review current IT architecture and infrastructure, plan and lead the implementation of changes to improve performance in line with business expectations.
- Effective monitoring of the overall performance of the IT systems and infrastructure to ensure they meet the departmental objectives.
- Oversee and participate in the development and administration of the IT department annual budget; participate in the forecast of funds needed for staffing, equipment, materials, and supplies; monitor and approve expenditures; implements adjustments. Ensure that value for money is achieved from external suppliers.
- Maintain an up to date awareness of new IT technologies and products that may improve efficiencies in IT and CHAT's core business services.
- Evaluate existing information technology needs of all departments; propose recommendations to maintain and improve the quality of service; plan, coordinate, and implement improvements in service.

IT Infrastructure/Security planning and policies

- Collaborate on the design of the information technology infrastructure required to support a site wide performance and quality improvement program. Ensure IT systems performance data is collected on a timely basis with regular reports distributed to your line manager and make recommendations for future improvements based on these performance metrics.
- Ensure that adequate back-up, failover, redundancy and disaster recovery measures are in place to protect core business systems.
- Ensure that systems and software exist to maintain the security and integrity of confidential and personal data held on the CHAT network.
- Project-manage the implementation, upgrading and development of required systems, applications and infrastructure.
- Ensure that hardware and software assets are effectively managed, maintained inventoried, and secured.
- Ensure IT policies are operationally embedded in day to day operations.
- Ensure that appropriate third party support contracts are in place for all aspects of the network which require them for the benefit of the trust.
- Participate with and facilitate external IT auditors with identifying gaps in controls and operating policies.

IT Support services

- Plan, direct, coordinate, and review the work plan for information technology staff; assign work activities, projects and programs; review and evaluate work products, methods, and procedures identifying inefficiencies; meet with staff to identify and resolve problems.
- Lead and manage a team of IT technicians providing targeted support, excellent customer service and a strong understanding of CHAT's core business and priorities.
- Ensure that an effective helpdesk system is operationally embedded and utilised by all IT staff and users.
- Implement and execute proactive maintenance, monitoring and support processes to provide a more stable and reliable IT platform for the trust.
- Provide necessary training to staff on new or existing software where required.

Governance

- At all times conducts the post as an ambassador of the values and ethos of the Trust with a focus on ensuring the best possible IT network to support the delivery of outstanding teaching and learning for all pupils in the CHAT schools.
- Build and maintain excellent working relationships with Head teachers and other staff to ensure that IT services are customer-focussed, responsive and sensitive to the aims and values of CHAT.
- Undertake all work with due regard to the safeguarding of children
- Undertake all work with due regard to best practice and legal requirements relating to diversity and equality.
- Undertake any other appropriate work as directed by the Finance Director or Chief Executive.
- Ensure that the IT policy is up-to-date and relevant to the IT systems and usage of the Trust.

Personal Specification: Head of IT

<u>You will need to be:</u>		
You will need to have a can-do attitude with strong project and people management skills. You will need to be committed to providing excellent customer service and to the aims and objectives of CHAT as a provider to the highest quality education to children in our area.		
Qualifications and other required experience and skills	Essential	Desirable
A recognised industry standard IT Qualification with detailed technical understanding of the IT requirements of a modern business	X	
Excellent knowledge of technical management, information analysis and of computer hardware/software systems	X	
Substantial experience of managing IT strategy and operations in a multi-site business	X	
Experience of IT management in a school environment		X
Knowledge and understanding of safeguarding		X
People management experience	X	
Strong written and verbal communication skills	X	
Project management skills and qualification	X	
Technical problem solving, analytical and decision making skills	X	
Hands-on experience with computer networks, network administration and network installation	X	
Degree in Computer Science, MIS or similar field		X
Strong level of numeracy	X	
Effective personal organisation skills	X	
Inclusive and collaborative approach	X	

Closing Date: 22nd July 2019