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**TITLE:** **Group IT Manager**

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**GRADE:** **Management Scale**

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**RESPONSIBLE TO:** **Group Director IT Services**

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**PURPOSE OF JOB:**

- To provide operational management of multi-site IT and network support systems with local focus on nominated campus.
- To ensure availability of services, resources and network stability.
- Line management and development of IT Managers and local campus engineers.

**MAIN TASKS AND RESPONSIBILITIES**

**1. In common with all other staff**

- 1.1 To support the College's mission, vision, values and strategic objectives.
- 1.2 To implement the College's Equality and Diversity policies and to work actively to overcome discrimination on grounds of all protected characteristics; sex, race, religion/belief, disability, sexual orientation, age, pregnancy/maternity, gender reassignment status, marriage/civil partnership status.
- 1.3 To take responsibility for one's own professional development and participate in relevant internal and external activities.
- 1.4 To implement the College's safeguarding policies and practices.
- 1.5 To implement your health and safety responsibility in line with the College's Health and Safety policy.
- 1.6 To contribute to the College's commitment to continuous improvement as identified in the College's quality assurance systems.
- 1.7 To ensure that data is handled in line with the General Data Protection Regulations.
- 1.8 To participate in college-wide projects and tasks.
- 1.9 To work in other support services areas to meet the specific needs of workload peaks.

## **Particular to the Post**

### **2. Managing Finance**

- 2.1 To assist the Group Director in the formulation and control of IT budgets and spending programmes for revenue and capital expenditure.
- 2.2 To assist or lead on major IT projects working with faculty and service areas and professional advisers to develop guiding principles and specifications and ensuring all projects run to time and budget.

### **3. Managing People**

- 3.1 Active line management of IT Managers to establish consistency of standards cross the group including effective staff and contract management.
- 3.2 To support in the implementation of an on-going training and development programme for technical staff.
- 3.3 Line management of engineers on local campus.

### **4. Managing Information**

- 4.1 To prepare reports, statistics and other management information for internal and other external bodies as required.
- 4.2 To prepare and deliver oral and written reports for internal and external needs.
- 4.3 To produce management information and measure performance against internally/externally agreed performance indicators.

### **5. Operational**

- 5.1 In conjunction with the Group Director, ensure that IT services are safe and secure and fully comply with current legislation, College policies and best practice.
- 5.2 Operational management of a nominated campus IT and network support systems.
- 5.3 Focused and effective engagement with systems and engineering specialists ensuring both overall and campus-specific network stability, including the management of system alerts.
- 5.4 To manage and review IT projects at all levels, and to be aware of other projects across the College, advising on project management where appropriate and ensuring that IT considerations are addressed on a timely basis.
- 5.5 Working with the Group Technical Architect in the design and development of existing systems by identifying, reviewing and recommending areas for change, upgrade or modification.

- 5.6 Working with the Group Technical Architect, be responsible for the management of business data backup systems across multiple sites to ensure that all systems, applications and data are successfully and securely backed up and restorable.
- 5.7 Investigate incidents of system failure, implementing resolution and ensuring failed processes are initiated at the earliest opportunity.
- 5.8 In conjunction with the Group Director, develop and maintain a high level of IT support at all campuses, ensuring that resources allocated to each area is managed appropriately and within agreed budgets.
- 5.9 To assist in the day-to-day maintenance and operation of the College network and associated infrastructure.
- 5.10 To ensure that team members' roles are monitored and reviewed on a regular basis; that the review is an accurate reflection of the individual's performance; that targets set are SMART and in line with college strategy and that appropriate personal development plan agreed is implemented.
- 5.11 Responsible for maintenance and monitoring of the IT Asset Management system.
- 5.12 To be responsible for managing your own projects, and those of your team, to completion, liaising with end users at all levels, external providers and other support staff.
- 5.13 Liaise with and oversee escalation of hardware failures or configuration changes to third party maintenance companies to ensure prompt resolution, as authorised.
- 5.14 Be responsible for the compilation and periodic review of operational documentation for existing and new systems.
- 5.15 Proactively update technical knowledge and skills by attending in-house and/or external courses and by reading manuals and evaluating new applications.
- 5.16 Any other duties appropriate to IT as required by the Group Director IT Services.

## **6. Person Specification**

- 6.1 Ideally educated to Degree level with relevant professional qualifications.
- 6.2 Candidates must have excellent customer facing skills, experience of call logging systems, be self-motivated but able to work flexibly as part of a team and have good written and oral communication skills, particularly when dealing with non-technical staff.
- 6.3 Have experience of producing design/support documentation.
- 6.4 Have excellent report/process writing skills.
- 6.5 Be self-motivated but also work flexibly as part of a team.

- 6.6 Work to and promote strict professional standards and have a high attention to detail.
- 6.7 Possess excellent technical problem-solving skills.
- 6.8 Demonstrate strong organisational skills, the ability to manage competing priorities, operate effectively under pressure and meet tight deadlines while working independently.
- 6.9 Demonstrable in-depth knowledge of:
- TCP/IP, LAN/WAN networking technologies
  - Office 365/Entra
  - SCCM
  - SAN technologies (iSCSI)
  - Exchange/Exchange on-line
  - Print Servers (PaperCut preferably)
  - VMware vSphere/vCenter
  - WSUS
  - Firewalls (Palo Alto preferably) and email filters
  - Cyber security
  - Microsoft Certification Services
  - Microsoft NPS/RADIUS Server
  - Microsoft Operating Systems
  - Backup and Replication technologies (Veeam preferably)
  - Managed Wireless Systems (Ruckus preferably)
  - Disaster Recovery and Business Continuity Protocols and Procedures
  - Risk Analysis
  - Cloud technologies
  - Linux administration
  - Project management

**Additional Information:**

The main hours of support for the college are from 8:30 am to 5pm Monday to Friday, split into 2 shift patterns of:

- 8:30 am to 4:30 pm
- 9:00 am to 5:00 pm

On Tuesdays and Thursdays there are evening classes which run until 6:30 pm or 9pm so it is necessary for support staff to cover this shift on a rota basis. The two *possible* late shifts are:

- 11:00 am to 7:00 pm
- 1:00 pm to 9:00 pm

This job description will be reviewed annually to ensure that it is an active description of the responsibilities and duties of the individual post holder and that these responsibilities and duties consistently match the needs of the College.

As requirements change, you will be expected to work at any College campus and under exceptional circumstances, eg alterations in the College's pattern of working or changes in pattern of demand, the hours of attendance may be varied after consultation with the member of staff concerned.