

Job Title	ICT Manager
Reports to:	Chief Operating Officer
Liaises with:	Principal, Facilities Manager, Academic Administration Manager
Line Manages:	No line management responsibility

Job Purpose

To ensure the provision of effective and appropriate ICT support both directly and in conjunction with third party service providers

Job Description

Main Responsibilities:

- Liaise with the College's ICT services provider, other third party contractors and IT administrators across Oxford International Education Group (OIEG) as required
- Keep hardware and software inventory up-to-date
- Keep user network accounts and distribution groups up-to-date
- Ensure server backups are up to date
- Provide support for users of computer hardware, software, telecommunications and networks
- Monitor the network anti-virus software and ensure this is up-to-date, and take appropriate action to resolve problems; monitor Windows, Server and Software updates
- Maintain the college telephone system in liaison with the external supplier
- Resolve problems and/or produce "how to" instructions/wikis and demonstrations
- Play a full role within the administrative team of the college as required
- Required to administer, including but not exclusively, the following:
 - Kerboodle
 - Salto Pro Space
 - Google Suite
 - Office 365
- Learn the functions and operation of new products, systems, or equipment
- Occasional visits to other Oxford based schools and colleges in the OIEG group to undertake tasks similar to those described above

Additional Duties

1. To attend relevant professional development courses and external meetings as a representative of the College as agreed
2. To carry out any duties at all times in accordance with the College's policies including Health and Safety, Child Protection and Safeguarding Policies
3. To contribute to successful external inspections (e.g. ISI, OFSTED, UKVI)
4. To participate in appraisals; target setting and staff development
5. To undertake any other responsibilities commensurate with the grade of the post, which the Chief Operating Officer or their representative may from time to time require

• *We reserve the right to introduce changes in line with technological developments which may impact upon the job duties or methods of working.*

Essential Skills Required

Working knowledge of:

- Microsoft Windows server
- Exchange server
- TCP/IP
- Microsoft Windows
- Microsoft Office
- Apple Mac OSX
- Adobe Creative Cloud
- Backups
- Antivirus software