JOB DESCRIPTION

Colmers School & Sixth Form College is committed to safeguarding and promoting the welfare of children and young people and requires all staff and volunteers to share this commitment.

Job title:	IT Operations Manager
Department / Location:	IT Support
Accountable to:	School Business Manager
Salary Grade / Range:	**Salary Range, Grade 4 – Point 23 – 31** **£26,999 to £33,799 *pending 2020 pay award**

Job Purpose
To lead and develop the IT provision for the school, ensuring that the network infrastructure is fit for purpose, efficient, secure and backed up. Also ensuring that the IT support team is effective and efficient and meets the ever changing needs of the school. A key feature of this role, working with other leaders is to champion ICT across the curriculum to support teaching and learning.

Work Performed

Information & Communication Technology

Advise the Business Manager, Leadership Team (SLT) and Governors on matters relating to ICT

- Keep up to date with new developments in hardware and software affecting the schools' ICT services
- Research, advise, source and implement new technologies and services to maintain and improve stability and constancy of network services
- Supervise and coordinate ICT matters with the LA and outside agencies and suppliers
- Design, update, and submit proposed network architecture diagrams
- Answer technical queries relating to ICT
- Ensure that relevant legislation is adhered to
- Working with the Business Manager, proactively plan to meet the future IT needs of the school and provide technical assistance with procurement of hardware and software.

ICT budget

- Develop and submit proposed ICT budgets for future financial years that demonstrate best value
- Manage funds to support the ICT Infrastructure for the current financial year

ICT infrastructure

- Manage and ensure stability, suitability and security of the network
- Oversee security and user creation processes.
- Oversee reliable backup processes
- Ensure regular housekeeping to ensure that the network and systems run optimally
- Manage security features including firewall and monitoring software
    - o Ensure the configuration blocks web sites that contain inappropriate material

- o Monitor network use and inform SLT if follow-up investigation or action is required
  - o Provide the SLT and/or Governors with user web site visitation logs and information when requested
- Promote, update, and support staff and students on relevant new features
- Design, employ, and maintain maintenance plans for the Microsoft SQL server
- Monitor and trouble shoot system/network faults regarding DNS and
- TCP/IP
- Switches & Routers
  - o Trouble shoot, reconfigure, and repair/replace when necessary
  - o Coordinate replacement parts with suppliers when items are still under warranty
- Network cabling / wireless points
  - o Maintain network cabling
  - o Identify and correct cabling problems
  - o Manage the installation new network points and associated power requirements
  - o Ensure good performance of all wireless access points across the school

Computer resources of the school
- Purchase ICT related equipment and consumables
- Oversee the installation of new computer equipment as appropriate
- Ensure hardware and infrastructure is maintained and repaired so that it complies to relevant Health and Safety Standards
- Establish deployment procedures for new hardware associated with the school
- Ensure that software and hardware is easily accessible to staff and pupils
- Oversee the use of portable equipment, monitoring wear and tear and safety
- Where appropriate manage a booking system for laptop trolleys and provide support for their use
- Be responsible for the regular checking and prompt maintenance of laptop equipment in line with school policy
- Ensure all ICT equipment is PAT tested to the required timescales, maintaining accurate records at all times.

Audio-visual technologies
- Oversee the school's audio/visual equipment
- Oversee the laptops and projectors
- Identify and manage maintenance needs

CCTV and telephone systems
- Troubleshoot and repair CCTV and telephone inoperability
- Liaise with telephone service contractor on installation and capacity issues

SIMS, Parentmail and other management information systems
- Maintain knowledge of, and skills relating to MIS systems
- Trouble shoot and resolve technical problems with MIS hardware and software   including
- Support colleagues in accessing and retrieving information within these systems
- Act as systems manager for SIMS & other systems

Internet connectivity
- Ensure that connectivity is maintained and appropriately audited
- Inform SLT and the ISP of Internet services outages when the cause is out of the schools control
- Disseminate the information to SLT and staff of outages when it could affect teaching sessions or required work for associate staff
- Ensure sufficient network security and intrusion prevention activities are regularly checked

Curriculum Content
- Maintain and monitor the use of online learning spaces for staff and pupils, including the VLE, online collaboration and home school access.

- Work with subject leaders to develop and maintain plans for development of the use of e-learning including work with external partners

Website
- Facilitate the continuing development of the school website
- With SLT monitor the quality of materials released and ensure changes are logged and checked accordingly
- Monitor the content to ensure Data Protection legislation is never at risk of being violated.
- Maintain a website update log to ensure that all actions are recorded

IT Support
- Developing and managing an efficient IT helpdesk including operating procedures for identification and resolution of faults.
- Ensure that all problems, incidents and changes requests are logged into the IT helpdesk.
- Continually monitor the current workload and ensure that it is distributed between IT support staff accordingly.
- Develop service level agreements internally and externally as part of the incident reporting process and proactively quality assure the IT support provision.
- Develop and lead IT training provision for all staff across the school
- Provide support and guidance to curriculum staff where IT systems are likely to impact upon curriculum delivery.
- Provide support to teachers using ICT in lessons where required
- Provide advice and support to curriculum staff on how to utilise ICT to support teaching and learning

- **Record keeping**
- Oversee the inventory of ICT assets
- Oversee records of current software and associated licences
- Oversee relevant records of disposals of assets following the relevant disposal policy
- Maintain documentation and knowledge base
- Update general ICT policies and procedures
- Carry out routine and complex administration tasks commensurate with the role

Policies
- Work with SLT, and other key staff to implement and maintain policies, relevant to the areas of responsibility.
- In particular, have direct responsibility for: ICT Acceptable Usage Policy; E-Safety Guidance; 6th Form IT Device Home School Agreement and Back Up Procedures (forming part of Business Continuity).
- E-Safety: Act as technical lead for e-safety across the school which includes (a) reporting to the Governing Body and being up to date with legislative changes.
- To comply with and actively promote and support all school policies.

Security
- Manage and maintain the security of ICT equipment and data

Training
- Work with SLT and Subject Leaders to promote ICT and ensure appropriate high quality ICT training is available for users, including staff and students
- Source training materials in support of ICT training
- Organise and facilitate assistance and training to staff and pupils relating to all aspects of

ICT usage within the school, for both administrative and pedagogical functions.

- To undertake appropriate professional development opportunities to assist with the development of the role

Other

- To be responsible for submission of weekly timesheets, audits and reports
- To attend and fully participate in events, meetings and parents evenings as required which may be outside of the usual school day.
- To carry out duties as may be required from time to time commensurate with the overall responsibility of the post.
- To deal with all telephone and personal enquiries (internally and externally) efficiently and effectively, in a way that promotes a positive image of the school.
- To be smartly dressed, establish a business-like environment and promote excellent relationships and a positive ethos when communicating with students, staff, parents and external contacts.

Responsibilities

Safeguarding

- The jobholder is expected to observe their obligations in accordance with the School's Child Protection Procedure and the document 'Keeping children safe in education: Information for all school and college staff', and to report any concerns that they may have regarding a child or young person's welfare to the appropriate person. Copies of the above procedure and information can be obtained from the jobholder's line manager.

People

- Line management of the ICT Technicians
- Holding external providers to account through regular management and monitoring
- To be responsible for the performance management and professional development of direct reports
- In addition, the jobholder must observe their safeguarding, health and safety, confidentiality, data protection, and equality and diversity obligations, as set out in this job description.

Financial

- Budget holder for the IT Equipment, IT Maintenance and IT Licensing Budgets

Special Conditions of Employment

Rehabilitation of Offenders Act 1974

This job is exempt under the Exceptions Orders to the Rehabilitation of Offenders Act 1974. Appointment to this job is subject to an enhanced DBS disclosure being obtained, and any relevant cautions, convictions, bindover orders and warnings being considered.

If during the course of their employment the jobholder is arrested, or summonsed for an offence or receives a conviction, a bindover order or a warning given by a police force, they are required to inform the Headteacher of this fact immediately.

Such information will be treated in confidence, so far as this is consistent with the safety of children and compliance with statutory child protection procedures. Failure to disclose such information may result in disciplinary action which could lead to the termination of the jobholder's employment.

Health and Safety

The jobholder is required to exercise their duty of care by taking responsibility for their own health and safety, and the health and safety of other people who may be affected by their acts or omissions (failure to act). Full guidance regarding health and safety is set out in the School's Health and Safety Policy, and in any risk assessments relevant to the jobholder's role or circumstances. Both can be accessed via the jobholder's line manager and must be observed.

Confidentiality and Data Protection

The jobholder is expected to comply with the provisions of the Data Protection Act 1998. Any information they have access to, or are responsible for, must be managed appropriately and any requirements for confidentiality and security observed. Information must not be disclosed to any person or Authority, for example a parent or the Police, without observing the correct procedure for disclosure as set out in the School's Data Protection Policy. Nothing shall prevent you from disclosing information which you are entitled to disclose under the Public Interest Disclosure Act 1998, provided the disclosure is made in accordance with the provisions of that Act.

Equality and Diversity

Colmers School & Sixth Form College is committed to equality and values diversity. As such the School is committed to fulfilling its Equality Duty obligations, and expects all staff and volunteers to share this commitment. The Duty requires the School to have due regard to the need to eliminate unlawful discrimination, harassment and victimisation, advance equality of opportunity and foster good relations between people who share characteristics, such as age gender, race and faith, and people who do not share them. Staff and volunteers are required to treat all people they come into contact with, with dignity and respect, and are entitled to expect this in return.

Training and Development

Colmers School & Sixth Form College has a shared responsibility with the jobholder for identifying and satisfying training and development needs. The jobholder is expected to actively contribute to their own continuous professional development, and to attend and participate in any training or development activities required to assist them in undertaking their role and meeting their safeguarding and general obligations.

Mobility

The jobholder may be required to transfer to any job appropriate to their grade at such a place as in the service of the School they may be required, in accordance with legitimate operational requirements and / or facilitating the avoidance of staffing reductions.

This job description is designed to outline the main duties and responsibilities to be carried out by the jobholder and identifies the level of responsibility at which the jobholder will be required to work, as at the date on which the last review took place. It is not intended to be an exhaustive list of all duties.

This job description may subject to review and/ or amendment at any time to reflect the requirements of the job. Any amendments will be made in consultation with any existing jobholder, and will be commensurate with the grade for the job. The jobholder is expected to comply with any reasonable management requests.

Job Description Reviewed By:	Kevin Tranter
Date:	**March 2020**