

## Job Description & Person Specification

<b>Job Title</b>	<b>IT Manager</b>	<b>Grade</b>	<b>SP10</b>
<b>Department</b>	<b>IT Support</b>	<b>Hours</b>	<b>36 hours Mon-Fri</b> <i>Flexibility to work additional hours and provide on-call support out of hours in line with managerial grade</i>
<b>Reports To</b>	<b>Business Manager</b>	<b>Weeks</b>	<b>52</b>

### JOB PURPOSE

To develop, lead and communicate the Trust's IT strategy and vision throughout trust academies and client schools. To deliver innovative, effective, efficient IT systems and applications that enhances learning and ensures effective management and administration.

### MAIN DUTIES AND RESPONSIBILITIES

#### ICT Strategy and Provision

- Liaise with Trustees, the Local Advisory Board (LAB), the Senior Leadership Team, (SLT), teachers and support staff, to create a vision and development plan for IT that supports current initiatives and trust priorities for improvement to effect a positive impact of technology on learning. Reporting to and briefing committees, SLT, staff and students as appropriate.
- Plan, manage and develop a centralised trust network, including IT systems (including AV, CCTV, Website and printing), application deployment and shared MIS and communications infrastructure ensuring redundancy and providing a robust service to all users, including installation and deployment of all software and applications as required.
- Plan, procure, manage and monitor budget for IT development projects and operational cost centres, ensuring SLT are aware of future developments and resources required, presenting a business case as appropriate to SLT, Trustees and/or the LAB when additional resources required.
- Day to day ordering, procurement and asset management (including security marking and inventory) for ICT equipment, cabling, software and consumables ensuring compliance with financial controls and processes and best value.
- Regular audits and checks to ensure that equipment is secure, fully maintained in good working order and that teaching rooms are fully equipped, liaising with service providers and manufacturers (if within warranty period), checking deliveries, installing, testing and commissioning new equipment. Disposal of redundant equipment in accordance with trust financial procedures.
- Ensure network security, student safeguarding and data protection; implementing and monitoring processes and school policies relating to safeguarding students and staff, maintaining confidentiality at all times, using filtering systems and monitoring software to ensure appropriate use of network and internet by all users, reporting serious breaches to SLT.
- Procure, develop and maintain communication systems including email, telephones, radios, website and messaging services ensuring innovative, effective and practical solutions whilst obtaining best value.
- Procure as needed, develop and manage school website and VLE, liaising with relevant staff i.e. Department Managers to ensure both are content-rich and up to date
- Provide a comprehensive and efficient IT support service for all hardware, cabling, AV, printers, telephones and all software/applications, including troubleshooting, 2nd and third line fault resolution liaising with suppliers and providers as required maximising network/system uptime.
- Liaise with the Trust Business Manager to draw up a trust Disaster Recovery Plan, ensuring robust backup and failover procedures. Ensure all data is backed up regularly and that pre-emptive maintenance utilising latest virus definitions, firmware, software, upgrades, patches and service packs to maximise network/ ICT uptime,

recovering data when required, whilst ensuring data security and compliance with relevant legislation at all times.

- Undertake project management, procurement and planning for migration and building projects, IT developments/room changes, preparing detailed specification ensuring compliance with financial/procurement; ensuring delivery within budget and required timescales.
- Maintain up to date knowledge of technology developments and relevant legislation, disseminating information as appropriate to inform planning and policy development
- Develop IT policies to ensure compliance with legislation requirements i.e. data protection licensing requirements and safeguarding guidelines.
- Liaise with external agencies and suppliers, representing the school at meetings (these may be outside of normal school hours).

#### Staff/Student and User Support

- Manage IT staff including training, performance management and assigning accountabilities and tasks, assisting with recruitment of staff members to ensure effective performance of the team and support service
- Maintain an awareness of student, staff and SLT requirements to provide support and guidance in and out of lessons to assist users helping them to make the most of the provision and ensuring that their requirements for IT are met
- Manage and provide a programme of IT and AV training to staff including provision of online documentation and user guides.
- Develop links with local schools to enhance IT profile of school, providing advice and support as directed by SLT/Principal.
- Maintain user and email accounts for all staff and student users, adding, removing and editing as appropriate ensuring new starters and leavers have fully functioning accounts and access to ICT resources, software and folders as required but within permitted restriction parameters.

#### Other

- Contribute to the Trust's culture and development by ensuring that you fulfil your professional responsibilities in relation to financial matters and are carrying out duties effectively.
- Share good practice across the Trust.
- Take responsibility for your own well-being;
- Participate in appropriate induction programmes to support new staff into HR and provide excellent support for those members of staff who are new to a Trust/Academy environment.
- Take responsibility for your own career choices and actively seek CPD opportunities.
- Participate in appraisal and the achievement of objectives set which will be robust and measurable. Request adequate support to achieve these targets if this is appropriate.
- The ethos of the Trust is included within the strapline "Endeavour and Prosper" and its core value of 'Respect'. All staff are expected to be committed to this ethos in everything they do and avoid any action that may detrimental to the interests of the Trust.
- It is expected that all staff work collaboratively as members of the Trust to share good practice, resources and ideas and realise the Trust's visions and aims. All staff should act with professional integrity at all times, following the "Code of Conduct".
- As a member of the Trust your role will be based at Heathside School. However you may be asked to work at other academies within the Trust or partner schools and you should expect to travel between sites as required.
- Teaching and Learning is our core business and therefore it is an absolute priority. Although this role is not a direct teaching role you are expected to support all teaching staff, irrespective of seniority, to ensure they concentrate on the core business. This may mean undertaking tasks outside of your area of responsibility where required.
- All staff will be expected to utilise ICT and to improve communication and reduce paper use. Security procedures must be followed when using ICT systems.
- All staff are expected to follow (and ensure students follow) the procedures as laid out in the Trust's Acceptable Use Policy. Staff are also expected to ensure that they follow Trust policies with regard to professional conduct when using ICT systems or Trust ICT equipment.
- Employees are required to work in compliance with the Academy's Health & Safety Policies and under the Health and Safety At Work Act 1974 (as amended), ensuring the safety of all parties they come into contact with, such as members of the public, in premises or sites controlled by the Trust.

- ❑ In order to ensure compliance, procedures should be observed at all times under the provision of safe systems of work through safe and health environments, including information, training and supervision necessary to accomplish those goals.
- ❑ ElmWey Learning Trust is committed to safeguarding and promoting the welfare of children and young people and all staff must ensure that the highest priority is given to following the guidance and regulations to safeguard children and young people. All staff are to have due regard for safeguarding and promoting the welfare of children and young people and to follow the child protection procedures adopted by Trust. Any safeguarding or child protection issues must be acted upon immediately by informing the Designated Child Protection Officer.
- ❑ This job description forms part of the contract of employment of the person appointed to the post. The duties, responsibilities and accountabilities highlighted in this job description are indicative and may vary over time at the discretion of the Trust and the Finance Director. This job description will be reviewed annually and is an integral part of the Appraisal and line management process.

**“This school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment”**

<b>Employee Name</b>		<b>Line Manager Name</b>	
<b>Employee Signature</b>		<b>Line Manager Signature</b>	
<b>Date</b>		<b>Date</b>	

Person Specification	Essential	Desirable	How Assessed
<b>Experience</b>			
Working with people at all levels both internally and externally	E		App/Int/Ref
Delivery to tight deadlines	E		App/Int/Ref
Proven experience of leading or managing teams	E		App/Int/Ref
Experience within ICT Support Service environment	E		App/Int/Ref
Experience of leading and supporting other staff	E		App/Int/Ref
Experience using Microsoft Windows Server and its core services, e.g. ADDS and GPO, MDT, WSUS, FRM and DFS	E		App/Int
Experience using and supporting virtual infrastructures and desktop environments	E		App/Int
Experience using and supporting Microsoft server platforms including SQL Server 2008, Office SharePoint Server, Exchange Server and System Center Configuration Manager	E		App/Int
Experience configuring and supporting complex networking systems including managed switches, managed wireless networks, firewall and routers	E		App/Int
Experience supporting Microsoft Office (recent and current)	E		App/Int
Experience using and supporting Apple Client and Server products	E		App/Int
Experience using and supporting Capita software i.e. SIMS.net, FMS	E		App/Int
Experience managing and supporting backup systems	E		App/Int
Experience using a UEM management layer i.e. RES or Avanti	E		App/Int
Experience of ICT Project Management incl procurement, design, build and configuration	E		App/Int
Experience of configuring image, video editing and graphics software	E		App/Int
<b>Qualifications and Training</b>			
A sound education to degree level or equivalent work based training	E		App
IT Qualification or certification i.e. Cisco(CCNP), Microsoft (MCP)		D	App
<b>Personal attributes</b>			
Good interpersonal skills, to assist guide and train a diverse range of users	E		App/Int/Ref
A clear communicator with a diverse client group – Adults and young people	E		App/Int/Ref
Flexible, efficient and highly organised	E		App/Int/Ref
Ability to work accurately and methodically	E		App/Int/Ref
Sensitivity and awareness of confidentiality requirements	E		App/Int/Ref
Committed to safeguarding the welfare of young people	E		App/Int/Ref
Self-motivated and committed to personal development and working proactively as part of wider school team, possessing enthusiasm for technology and innovation	E		App/Int/Ref
Possessing a can-do and proactive approach ensuring excellent service delivery	E		App/Int/Ref
Committed to equality of opportunity	E		App/Int/Ref
Ability to lead, motivate and work within a team and collaborate towards achieving objectives	E		App/Int/Ref
Ability to formulate and deliver a clear vision for ICT strategy	E		App/Int/Ref

App = Application      Int = Interview/Test      Ref = Reference