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| **JOB DESCRIPTION** | | | | | |
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| **Job Title:** | | | Senior Systems and Network Manager | **Job No:** |  |
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| **Grade:** | | | GR5 | **Division:** |  |
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| **No of Posts:** | | | 1 | **Section:** |  |
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| **1** | **JOB PURPOSE:**   1. To provide leadership, vision and management of the IT support department. 2. To manage and strategically lead on the provision of IT systems, including software, hardware, telephony, network infrastructure, and audio-visual equipment across the Trust. 3. To ensure that all IT systems across the Trust are readily available for operational use. 4. Identify opportunities for further development of IT provision across the Trust. 5. Design, plan, and implement on-going improvements to the IT provision across the Trust, reacting to changing operational needs. 6. Provide strategic oversight and advice for the on-going maintenance and development of IT systems across the Trust. 7. Routinely report on the performance of the IT support team, suggesting and implementing on-going improvements to efficiency and provision. | | | | |
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| **2** | **DUTIES AND RESPONSIBILITIES:**   1. To contribute, develop, and implement the IT development strategy for the whole school, including use of desktop devices, mobile devices, network infrastructure, network appliances and peripherals. 2. To work closely with the Trust leadership team to develop ICT strategies in line with improving the use of IT within internal systems and practice. 3. To routinely audit the ICT provision across the Trust and make recommendations for further developments. 4. To provide leadership and management for a designated team of support staff. 5. To manage and lead the direction of the IT support team. 6. Line manage direct reports in order to maintain effective and efficient operation of the department. 7. Hold regular team meetings to address any issues arising and to bring these to an acceptable conclusion wherever possible. 8. To be responsible for the induction of new staff to the team. 9. To manage and maintain effective succession planning structures. 10. Assist other members of the team to develop additional skills. 11. To lead on the use of cloud-based technologies across the Trust. 12. Oversee and manage the use of portable digital devices employed by the Trust. 13. Liaise routinely with the Director of Finance and Director of Communications concerning IT provision. 14. Prioritise and strategically resolve IT support issues, implementing long-term strategies for development where on-going problems are identified. 15. To ensure optimum performance and continuity of service for all IT facilities. 16. Produce timely, full and costed proposals which are sustainable. 17. To be responsible for ICT procurement, tendering, supplier management, software licensing, and contract management. 18. Oversee the work of external IT contractors, liaising with Site Management accordingly. 19. To liaise with external IT support agencies, to provide IT support to the school. 20. To manage the configuration and management of software and hardware. 21. Provide 1st and 2nd line support to the Trust, supporting the IT technical support team with technical issues requiring escalation. 22. Ensure that the IT resources, processing, and storage capacity meet the current and future needs of the Trusts’ development. 23. Management of the IT helpdesk to resolve issues quickly and effective, consulting with external support agencies where necessary. 24. To maintain existing installations of software and hardware. 25. Co-ordinate asset management for IT equipment, including decommissioning of outdated/irreparable assets, and to ensure all high-value items are securely marked. 26. To prepare a specification for procurement, build, configuration, and install of software and hardware for IT systems across the Trust. 27. To regularly report outcomes to senior leaders and the Trust leadership team. 28. Oversee network administration, including the enrolment of new staff and students, controlling access levels. 29. Develop and enhance high-level security systems and secure access protocols, actively supporting the security and safety of the network across the Trust. 30. Ensure the IT services are robust, secure, safe, resilient, scalable, and responsive. This includes implementing a full backup and restoration plan so that :     1. All IT systems and technical resources are fully recoverable within the immediate term.     2. Back-up and recovery procedures are tested regularly.     3. Daily/weekly back-up strategies are documented and managed.     4. Anti-malware systems are in place and routinely updated. 31. To maintain and regularly review an IT disaster recovery strategy as an integral element of the risk register. 32. Ensure that systems are in place to provide appropriate and timely usage analysis, real-time monitoring, and other analytics as required. 33. To develop systems and operating procedures so that there is a clear fault-finding support system to ensure that problems are swiftly identified and resolved. 34. To develop systems for the effective in-class support provided by IT staff directly to pupils. This ensures that IT staff are able, if appropriate, to train, educated and instruct pupils on IT related issues and inform them of procedures that are in place for any potential problems they may encounter 35. To foster partnership links with other IT providers. 36. To develop a quality assurance programme for all software, and that there is a clear service level agreement for the provision of ICT support to serve within the school. 37. Provide on-going continuing professional development to employees of the Trust on the use of IT equipment and software. 38. To ensure all tasks are carried out with due regard to Health and Safety. 39. To undertake appropriate professional development including adhering to the principles of performance management. 40. Maintain the highest level of confidentiality, maintaining appropriate professional discretion concerning access to data and sensitive material. 41. To adhere to the ethos and values of the Trust.     1. To promote the agreed vision and aims of the school.     2. To set an example of personal integrity and professionalism.     3. Attendance at appropriate staff meetings and parents evenings. 42. Any other duties as commensurate with the grade in order to ensure the smooth running of the Trust. | | | | |
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