IT Manager

Job Pack

ArtsEd is a brilliant place to work, full of talented people doing what they love most in the world. For over 100 years, ArtsEd has been at the forefront of performing arts training in the UK, nurturing talent, and inspiring confidence. One of the UK's leading centres of conservatoire education, the training we provide is world-class, inclusive, contemporary, and focused on the constantly evolving needs of the industry in the 21st century.

ArtsEd employs around 170 people in a variety of teaching and support roles, as well as many more on a freelance basis. We expect a great deal from our staff, and in return, we provide a fulfilling, supportive, welcoming, and engaging environment, where people feel comfortable to be creative, open, and able to give their best.

ArtsEd Higher Education

ArtsEd is one of the UK's leading providers of degree-level conservatoire education. Our Foundation, BA and MA courses in Musical Theatre and Acting, create graduates who are innovative and resilient performers. We prepare our students for both the physical and mental rigours of the performing arts industry through a combination of outstanding vocational training and focused pastoral care. The success of our approach has led to our alumni playing a key role in the success of the UK's creative economy for many years and they include choreographers, directors, and producers, as well as performers.

The future of this country's theatre
tradition depends on centres of excellence such as ArtsEd.
Lord Lloyd Webber, ArtsEd President

ArtsEd Day School & Sixth Form

Our Day School & Sixth Form is a national centre of excellence for the study of the performing arts. Founded over 100 years ago, ArtsEd's ethos remains much the same today as it was then: to provide a broad and balanced education, stretching pupils to achieve their academic, artistic, and personal potential.

An independent day school like no other; ArtsEd is an international leader in performing arts education and a local and national leader in its wider academic provision. Our pupils enjoy a high-quality vocational programme delivered by committed and creative professionals, whose expertise instils in our pupils a passion for performance that feeds into all aspects of their educational and personal development. Our students spend time every day doing what they love, encouraging their development into happy, collaborative, and well-rounded individuals, fully committed to holistic education and, at 16+ or 18+, armed with a set of skills and experiences that prepare them for whatever pathway they choose to follow.

What do we offer?

The energy and passion at ArtsEd are tangible. We are a small, close-knit team, committed to supporting all our students to achieve their best. We offer competitive salaries, and our size means that we are able to provide tailored opportunities for staff to develop their skills and experience through internal and external programmes.

The health & well-being of our staff is a key focus and we have teamed up with Simply Health to offer a family-wide health plan that includes:

- a full Employee Assistance Programme, including face-to-face counselling and unlimited telephone support
- contributions towards a range of therapies, including sports massage, physiotherapy, and chiropractic appointments
- contributions towards dental and optical costs
- 24/7 GP appointments via telephone/webcam
- Lifestyle Discounts

In addition, staff are eligible for the following:

- Cycle to Work Scheme
- a 5% matched pension (after the relevant qualifying period)

What are we looking for?

We are looking for an IT Manager to be responsible and accountable for the smooth running of our computer systems within the limits of requirements, specifications, costs and timelines. You will supervise the implementation and maintenance of our company's computing needs.

IT Manager	
Department	IT
Reports to:	Principal
Responsible for:	IT and Infrastructure
Working Pattern:	Full time 40 hours Monday to Friday
Salary:	£53,500

ArtsEd is committed to safeguarding and promoting the welfare of children and young people and expects all staff (permanent and visiting) and volunteers to share this commitment; all staff are required to undergo background checks in line with Keeping Children Safe in Education 2023 regulations and to hold an enhanced DBS.

Summary of the role:

- To provide comprehensive IT support and assistance to all staff and pupils, ensuring the IT infrastructure is maintained, monitored and developed for the benefit of the school, pupils and staff.

- To proactively manage on a day-to-day basis and be responsible for an ICT infrastructure that is secure, reliable, robust and resilient. Fully supporting all aspects of teaching and learning, along with operational and administrative support, across the school.

- To manage and be responsible for, project management and procurement for all school-wide ICT projects.

- To manage and be responsible for the IT support partner(s) to ensure the provision of a comprehensive and responsive technical ICT support service for the school.

Key Responsibilities:

- Identify hardware and software requirements and research suitable solutions. Management of school department licensed software via online portals, CSV uploads.

- Develop and document IT policies, procedures, and standards.

- Manage and configure Microsoft 365 for Education.

- Manage and maintain the school's virtual server environment (VMware).

- Manage the deployment, monitoring, maintenance, development, upgrade, and support of all IT.

- Manages and maintains the school's ICT networks, including security procedures, advising on compatibility of hardware, applications and operating systems.

- Systems, including servers, PCs, operating systems, hardware, software, and peripherals

- To manage and monitor all IT service provider contracts ensuring regular liaison with contract managers and seamless integration with school systems.

- To contribute to the prioritisation and spending of the IT budget allocation to meet the School's objectives.

- Manage and regularly test school backups to ensure systems can be recovered in the event of a ransomware attack/full system wide failure.

- Deploys end user hardware such as desktops, laptops and tablets, cabling, printers, AV equipment and other peripherals as well as deployment and management of end user department software.

- Supports the provision and support of 1:1 MacBooks to students including management of repairs. Supports the use of IT in teaching rooms such as Projectors and Interactive Screens.

- Manages the prioritisation of the resolution of PC, printer, peripherals and software faults, determining whether external support is required.

- Performs PC hardware repairs and upgrades.

- Maintains common hardware found in school, instals applications and trouble-shoots problems. Supports school events and activities, ensuring that IT and AV are available for use when required including those outside normal working hours.

- Provides advice and support to staff and pupils in the use of ICT resources.

- Follows relevant Health and Safety procedures and raise awareness among staff, pupils and other users.

- Manage IT staff by recruiting, training and coaching employees, communicating job expectations and appraising their performance

- Maintain accurate inventories, and to proactively monitor and maintain appropriate stock levels of IT resources.

- Undertake CPD and keep up to date with technologies, options, hardware and software and associated costs.

- To undertake any other duties that may reasonably be requested appropriate to the grade and responsibilities of the post

- Responsible for the maintenance of existing Anti-Spam and Anti-Virus systems and the development of new policies in relation to these.

- Responsible for trouble shooting and problem solving of IT/Telecoms related issues.

- To work closely with the Head of Facilities to provide IT/Telecoms support for internal moves/reorganisations and projects.

- Responsibility for managing a small IT budget.

- Conduct a detailed analysis of IT expenditures.

- Prepare financial forecasts and projections for the IT department.

Secondary Duties

ALL STAFF

- All staff must carry out their responsibilities with due regard to all ArtsEd policies and procedures, ensuring the safeguarding of all, inclusivity, equality of opportunity, and compliance with Health and Safety in the workplace.

- All staff must respect the confidentiality of data stored electronically and by other means in line with the Data Protection Act.

- All staff must adhere to and advocate for the staff Code of Conduct.

- All staff are required to regularly undertake Safeguarding, Keeping Children Safe in Education, Prevent, GDPR and health and safety training and to maintain their own professionalism and job-related knowledge through ongoing CPD.

- All members of staff are required to be professional, co-operative, and flexible in line with the needs of the post and the school.

- All Job Descriptions are reviewed annually and will change to reflect the needs of the School and the post.

- ArtsEd is committed to the safety, wellbeing and safeguarding of all pupils and students and expects all staff to share this commitment. Staff in all posts are required to hold a clear, enhanced DBS.

- You may also be required to undertake such other comparable duties as your line manager requires from time to time.

Person Specification

Experience		Assessment Method
• Have experience in managing a team.	Essential	Application
• Have experience in providing support to users.	Essential	Application & Interview
• Have experience with troubleshooting and problem resolution.	Essential	Application & Interview
• Have experience in networking, routing, and switching.	Essential	Application & Interview
• Experience working in a Higher Education or Secondary school setting.	Desirable	Application & Interview
• Experience in conducting financial analysis, cost control, and budget forecasting for IT initiatives.	Essential	Application & Interview
Knowledge and Skills		
• BSc degree in Computer Science or related field;	Essential	Application & Interview
• 5+ years IT experience: strong technical knowledge and experience in IT infrastructure, systems, and applications.	Essential	Application & Interview
• Be able to setup and configure servers and workstations (Apple)	Essential	Application & Interview
• Be familiar with backup and recovery software and methodologies.	Essential	Application, Interview & Exercise
• Have high level organisation, prioritisation, and multitasking skills;	Essential	Application, Interview & Exercise
• Have knowledge of MDM software, Apple devices, and Microsoft 365.	Essential	Application & Interview

• Strong understanding of security principles and best practices in IT infrastructure.	Essential	Application & Interview
• Familiarity with IT procurement processes, vendor management, and negotiation to optimise costs and value	Essential	Application & Interview