



## ICT SERVICES MANAGER

*Education To Understand the World and Change It for the Better*

<b>Post</b>	ICT Services Manager
<b>Grade</b>	PO5
<b>Responsible to</b>	Chief Operating Officer
<b>Responsible for</b>	Information Systems Manager; Onsite Engineer x 2
<b>Working hours</b>	35 hours a week, 52 weeks a year

### Overview

There are three main aspects to the role. To lead and oversee the operation and planning of IT infrastructure across the school site, making recommendations to the Senior Leadership Team about future plans, innovation and procurement. As such it will involve working closely with the Chief Operating Officer and the Assistant Head in charge of Teaching and Learning. The second element will be to provide support to staff and pupils and ensure all ICT issues are dealt with and resolved in a timely manner. Thirdly, to oversee the management of the technical support teams and to provide training and support as and when required.

Everyone at Thomas Tallis works to fulfil our **School Plan**.

We expect that members of our community who have leadership roles should:

1. Show vision, conviction and authority and lead by example.
2. Build a team through a clever combination of dynamism, sensitivity, innovating, communicating, managing, monitoring, evaluating, praising and supporting staff.
3. Understand what needs to be done, do it right, and on time.
4. Be very, very organised.
5. Fulfil a role in whole school leadership by positively upholding our procedures and plan
6. Know your subject and keep up-to-date.
7. Lead learning by demonstrating high quality work with excellent outcomes.
8. Develop colleagues through encouragement, performance management and providing opportunities.
9. Support young people by maintaining good discipline and helping them meet high targets
10. Work with others by building good links with partner schools

**Job Description:****ICT SERVICES MANAGER**

*Deliver high quality and cutting-edge ICT infrastructure, and provide hands on support to staff so that our students are able to make flexible and widespread use of ICT to understand the world and change it for the better.*

**ICT Infrastructure and Network**

1. Management of all ICT networks, infrastructure, computer workstations, software and peripherals.
2. Work with the school leadership team on ICT strategic planning and take overall responsibility for the management and development of the infrastructure of the school's ICT network, liaising with key staff to ensure that ICT services meet curriculum and office needs.
3. Have an overall view of the capabilities of the school's ICT services and contribute to continuous improvement to meet future needs to ensure competent and forward thinking management of ICT.
4. Keep abreast of new technological developments in ICT and present proposals with recommendations to senior management which would benefit the school.
5. Plan for major developments of the ICT service and project manage their implementation.
6. Act as the main point of contact between school and the IT support.
7. Provide school network support for the MIS and Financial Management Systems and manage the installation, upgrade and configuration the software on the school site, providing technical support to key users as required.
8. To be responsible for overseeing high quality support and guidance to staff and pupils for the effective use of technical equipment and software
9. Troubleshoot hardware and network problems and liaise with IT support team
10. To monitor and report on any issues regarding the performance of the network
11. To lead on the installation of new equipment.
12. To update and maintain the Asset Register – update and actions including tagging
13. To provide advice and support on any future procurement of IT equipment and updates of the core ICT equipment.
14. Work with the school's publicity officer on development, security and up-keep of the school website.

**Monitoring and Evaluation**

15. Liaise with appropriate staff to order equipment and software, deal with suppliers regarding ICT related business, including leading the tendering process for ICT related products; and to manage the central ICT equipment budget economically.
16. To lead the IT support team and provide reports on any preventative maintenance work carried out to the Senior Leadership Team.
17. Monitor and report on any upgrades carried out to the network and advise on any proposed developments.
18. Be the main point of contact between the IT support team and the school and to log and sign off any service desk requests.

19. To manage the Office 365 system and provide regular updates on system status.
20. To oversee support to staff with all Office 365 related issues, including training and individual support.
21. Attend any available training to ensure awareness and competency in the latest technological developments and cascade to the IT support team.
22. To ensure all ICT working practices adhere to the Ethos of the school, online safety policies and Health and Safety requirements.

### **Line Management**

23. Line manage and take responsibility for the work of the two ICT technicians and the Information Systems Manager to ensure they carry out their duties effectively and receive adequate support, guidance and training in order to provide a high quality ICT support service.
24. Line manage and take responsibility for the work of the Reprographics Officer to ensure they maintain effective and efficient reprographics and print copy solutions to support the work of the School and maintain awareness of copyright legislation.
25. To carry out performance management.
26. To provide training and ongoing support.
27. To manage sickness and leave.

### **General**

28. To oversee the team responsible for recording and transferring learning materials to other media formats, including the processing of audio and video computer files, subject to legal and organisational limitations.
29. Oversee engineers responsible for the management of the mobile devices in the school (iPads, iPods and handheld devices).
30. Present the school in a positive manner at all times.
31. Carry out any other duties in line with the level of responsibility of the post.
32. In discharging the duties of the post to have due regard to the provisions of the Health & Safety at Work legislation.
33. In dealing with members of the school's community to be mindful, at all times, of the school's and the Council's Equal Opportunities policies.



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### Person Specification:

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	Essential	Desirable
<b>Qualifications and Professional Development</b>		
1	A good standard of literacy and numeracy	Specialist training in networking and use of specific hardware platforms.
2	Evidence of continuing professional development to update your skills.	
3	Relevant ICT and/or professional qualifications (MCP, MCSA, CCNA, CompTia N+ Network Plus, ITIL)	Further or higher education qualifications relevant to the field
<b>Previous Experience</b>		
4	Experience of successfully managing ICT network/s, hardware and software functions in order to support the day-to-day operation of an establishment/company.	Experience of working in a school environment
5	Experience supporting/troubleshooting a variety of Microsoft Technologies including Active Directory/Group Policy, DNS, DHCP, Microsoft NPS, Windows 10, Microsoft Server operating systems, Remote Access Servers and Gateways	Experience managing a VMWare environment including upgrading hosts to latest OS and Migration across hypervisor platforms.
6	Experience supporting/configuring cloud/office 365 technologies such as Microsoft Teams and SharePoint	Experience setting up Azure cloud compute or AWS infrastructure
7	Experience of managing change and implementing new systems/procedures/controls.	Experience of working in a school or similar establishment and of using a range of IT and new technologies to support the highest quality learning
8	Experience of designing, implementing and testing robust backup strategies.	Working knowledge of schools information management systems (ideally Bromcom)
9	Experience configuring/troubleshooting networking equipment such as switches, Wi-Fi, Firewalls, access points and controllers	Mitel telephony experience

<b>Knowledge, Skills and Attributes</b>		
10	Technical understanding of network topology and operation and the ability to set up a windows based network	Experience of planning, designing and procuring IT for a medium to large sized network
11	Excellent computer skills – knowledge of the operation of all versions of Office including Office 365	Powershell knowledge
12	Ability to work under pressure and deal with conflicting demands	
13	Excellent problem-solving skills	
14	Ability to action plan and evaluate the impact of change	Experience of gathering and responding to end-user feedback.
15	Approachable and friendly with excellent interpersonal skills	Successful experience of leading team and line managing staff
16	Excellent organisational skills and the ability to work independently with minimum supervision	
17	Sense of humour, drive and enthusiasm	
18	A willingness to be adaptable and work flexibly in accordance with the needs of the service	
19	Ability to keep up to date with the latest technologies relevant to the working environment	
20	Integrity and the ability to maintain confidentiality of information	