



IT Services Manager

Permanent, Full-Time, 40hrs a week

Salary £36,000 to £40,000, depending on experience

Required from February 2022

The school

St Paul's Girls' School is one of the country's leading independent schools for girls aged 11-18, with approximately 790 students. It is an extraordinary school, offering a liberal yet forward-thinking education, rooted in a love of academic discovery and enriched by a broad co-curricular programme, a focus on wellbeing provision, and a strong commitment to partnerships and community services. Aspirations and achievements go well beyond what one would normally expect from a school, making St Paul's Girls' School a very exciting, lively and stimulating place in which to work in London.

Full details of the school are available on our website at <http://www.spgs.org>

Information about the department

The IT Department is an aspirational team who oversee the implementation of whole school digital strategy and are a reassuring presence throughout the busy school day. The team is comprised of specialists, each overseeing a key role but overlap for resiliency and core service delivery, areas of specialism include but not limited to- Management Information Systems, network infrastructure & security, events & media, technical support and reprographics.

The provision of technology has undergone significant change within the past two years and is now focused on embedding and developing the use of our new platforms and processes to be achieved through engagement across the school community.

The post

The purpose of the role is to coordinate and oversee the 'user focused' delivery of expert 1st, 2nd line technical support to ensure the school continues to deliver a seamless academic, pastoral and co-curricular provision. The post-holder will work closely with students, staff, governors and parents whilst at all times displaying a high degree of professionalism and communication skills.

Reports to: Director of IT

Responsible for: IT Services Technician x2, Events and Media Technician, Reprographics Technician

The key responsibilities of the role are:

- Ensure all requests are logged, responded to and resolved in a timely manner, meeting or exceeding departmental service level agreements.
- Oversee and coordinate support for school managed student 1:1 devices (currently four year groups).

- Maintain an approachable and fulfilling working environment and to represent core service delivery values central to the IT Department.
- Display strong team leadership, develop individual roles through regular training and professional development and ensure work levels are well managed and sustainable.
- Rapidly respond to developing situations to identify trends and any potential impact on the seamless provision of IT, escalation with third parties as appropriate.
- Ensure critical roles and responsibilities are well documented and sufficiently resourced by others in the team through effective cross-training.
- Assist in the development of and ensure departmental procedures and processes are adhered to.
- Coordination of specialist IT/AV in support of a busy events schedule (assemblies, music productions and guest speakers). See example of events attached.
- Work closely with the Reprographics Technician and to oversee the printing, copying, stationery and consumables provision.
- Coordinate the IT provision for internal, public and entrance exams.
- Evaluation, support, and oversight for 'specialist' departments such as Computer Science & Creative Technology.
- Willingness to work outside of core working hours as the need arises, for example in support of a school event or activation of the schools' Crisis Management Plan.
- To deputise for the Director of IT during periods of absence or as requested including attendance at meetings.

Training:

- To assist in the development and production of user focused training resources for staff, students, governors and parents as required.
- Develop a program of training in collaboration with the Director of IT for team members.

Compliance:

- Assist in the careful management of the IT Department Budget and obtain best value for the school.
- Coordinate asset checks, disposals and oversee regular updates to the IT asset registers.
- Oversee Display Screen Equipment training and assessments, maintain an up to date register for applicable users.
- Working closely with the Director of IT to ensure the department remains compliant with school policies, such as Portable Appliance Testing and Health and Safety.

Development:

- Work to industry best practice where applicable, undertake regular reviews of team performance, consistency and ways of working through 360 degree appraisals and feedback.
- Awareness of technological changes within critical core systems and develop networking opportunities with other schools and colleagues.
- Play an active role in the planning and execution of IT projects intersecting with the Digital Strategy Group as directed.
- Work closely with maintenance and estates regarding repairs and building projects.

Other Points:

- Ensure that resources and assets are maintained in a safe condition for students and school staff.
- Actively seek to implement and comply with school safeguarding policies and procedures and demonstrate a commitment to the safety and welfare of children
- Actively seek to implement school occupational health and safety policies in relation to the duties of the post, and at all times to give due regard to the health and safety of both themselves and others when carrying out their duties.

- Reporting all accidents to the Director of Operations via the school accident reporting procedure.
- Informing the Director of Operations of any concerns regarding Health & Safety and safe working practices.
- Actively seek to implement the school equal opportunity policy and the objective to promote equality of opportunity in relation to the duties of the post.
- To undertake any other duties that may reasonably be requested appropriate to the role.

Person specification

The successful candidate is likely to have the following qualifications and knowledge:

- Competency with Audio Visual equipment and distribution (projectors, scalers, mixing desks, software-based media delivery systems such as QLab).
- Access Control & CCTV technologies
- Microsoft Qualified (desirable)
- ITIL Foundation (desirable)
- Technical experience of working within the Microsoft cloud family of products (Office 365, SharePoint, Endpoint Manager, Azure)
- Technical understanding of the configuration and application of network switches, firewall and web filtering systems
- Technical exposure in the deployment and support of large networks (wired and wireless)

In terms of experience, the successful candidate should have:

- Proven experience surrounding network administration and management duties including user account management
- Proven experience of delivering training and specialised support across a wide variety of audiences
- Previous exposure to complex networks and topologies (VLAN's, routing, firewall's)
- Line management experience and leadership qualities
- Excellent written and oral communicative skills
- Experience of working with children and a demonstrable commitment to the safety and welfare of children

Terms and conditions of the post

- 40 hours a week
- Salary is according to qualifications and relevant experience
- Contributory pension scheme
- Free lunches, tea and coffee
- Use of school sports facilities during allocated staff times
- Access to season ticket, cycle and computer loans and childcare vouchers

Application and interview procedures

Please submit applications using the forms provided on our website www.spgs.org/vacancies. In addition to a covering letter addressed to the High Mistress, we ask candidates to provide a full curriculum vitae with details of qualifications and experience and the names, addresses, telephone numbers and e-mail addresses of two professional referees, one of whom should be the head of the applicant's present or most recent school or college.

The school will shortlist applications as they are received and interviews will be arranged on a rolling basis, so early application is recommended. We will acknowledge all applications and if you do not

receive an acknowledgement it is advised that you e-mail or telephone to confirm that your application has been received. Candidates who have not heard further from us within two weeks of the closing date should assume that the post has been filled.

Any questions regarding the role should be e-mailed to hr@spgs.org.

Disclosure and Barring Service (DBS) and overseas police checks

St Paul's is a "registered body" under the Police Act 1997 because employment here involves access to children under the age of 18. This post will require an enhanced DBS check from the Disclosure and Barring Service (formerly Criminal Records Bureau) before we can confirm an offer of employment. Unless you are a member of the DBS Update Service you will need to apply for a new disclosure, even if you already hold one. Former members of staff who are not on the Update Service who re-join us also require fresh disclosures unless less than six months have passed between their leaving and their re-employment date. If you have lived or worked abroad for a period of 6 months or more during the past 5 years you will also need to provide appropriate paperwork, such as a police certificate of good conduct, from the countries you have lived in.

Safeguarding guidelines

The post-holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom s/he is responsible, or with whom s/he comes into contact, will be to adhere to and ensure compliance with our child protection policy statement at all times. If, in the course of carrying out the duties of the post, the post-holder becomes aware of any actual or potential risks to the safety or welfare of children at St Paul's, s/he must report any concerns to our safeguarding designated person or to the High Mistress.

Closing date: Monday 10 January 2022, noon

Interviews: Monday 17 January 2022

Contact details:

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