

COLAT IT Systems Infrastructure Manager – Job Description

Post: Head of IT Systems Infrastructure

Accountable to: Director of IT

Grade: P05 39 – 43, £51,099 - £55,158 (fte)

Working Pattern: Full Time – 35 hours per week, 52 weeks per year

Location: Deployed as required across Trust academies or to a specific academy dependent on business need

Disclosure level: Enhanced

Main Purpose

As the Head of IT Systems Infrastructure at the City of London Academies Trust, you will be responsible for overseeing the development, implementation and proactive management of the organisation's IT systems infrastructure.

- You will develop a small team dedicated to the management, design, security, and maintenance of the organization's IT systems, driving the Trust's digital transformation through the adoption of cloud technologies and ensuring a seamless integration of on-premises and cloud systems.
- Collaborating closely with the IT Director, IT Operations and the IT Service Desk team, the role involves developing and executing comprehensive strategies to optimize systems architecture, harmonize on-premises and cloud-based solutions, enhance the user experience and drive efficiency in IT operations.
- You will be responsible for the robust safety and security of systems, involving the management of filtering and monitoring, implementation and enforcement of Trust-IT security policies and proactive identification and mitigation of risks across the Trust's IT estate.
- This IT leadership role encompasses project management responsibilities to develop Trust systems and oversee the successful delivery of IT infrastructure projects within established timelines and budget constraints.

Key Accountabilities

Strategic Planning and Implementation:

- Develop and execute a comprehensive IT infrastructure strategy that supports the Trust's educational objectives and operational needs. Ensure scalability and flexibility to accommodate future growth.
- Provide strategic direction for designing, implementing, and maintaining the Trust's diverse IT systems infrastructure estate, with a specific focus on cloud technologies.

Systems Management

- Oversee the management of all IT infrastructure, including network systems, servers, data centres, cloud services, and hardware assets. Ensure high availability, performance, and security of all IT systems
- Develop and execute strategies for the design, implementation, and maintenance of a resilient and scalable IT infrastructure.
- Provide proactive monitoring of the estate, ensuring high availability and performance of critical systems to our Schools.

Team Leadership

- Lead, mentor, and develop the IT infrastructure team. Foster a collaborative environment that encourages innovation and continuous improvement.
- Promote professional development within the service, emphasizing expertise in managing varying systems, cloud technologies, cybersecurity, and information governance.

Collaboration and Communication

- Collaborate with cross-functional teams to align IT infrastructure with organizational goals.
- Effectively communicate complex technical concepts to both technical and non-technical stakeholders.
- Manage relationships with technology vendors and partners. Negotiate contracts and oversee service agreements to ensure the value and quality of services.

Budget Management

- Work closely with senior IT management to develop and manage the IT systems infrastructure budget effectively. Ensure cost-effective solutions while maintaining high-quality standards.

Security and Compliance

- Implement and enforce robust cybersecurity measures to safeguard sensitive data and protect systems.
- Conduct regular security audits, vulnerability assessments, and incident response planning.
- Stay updated on the latest cybersecurity threats, leveraging automation for threat detection, incident response, and vulnerability management across varied technical systems and cloud technologies.
- Develop and implement information governance strategies, utilizing systems to control and monitor data access, storage, and transmission across diverse technical systems and cloud platforms.
- Ensure compliance with data protection regulations and industry standards.

Innovation and Continuous Improvement

- Stay abreast of emerging technologies and educational IT trends. Lead initiatives to incorporate innovative solutions that enhance teaching and learning experiences.
- Lead efforts to leverage cloud services effectively, including architecture design, migration planning, and ongoing management.
- Oversee the development of systems through the delivery of IT Infrastructure projects, within established timelines and budgets
- Ensure systems architecture meets current and future organisational needs, accounting for the diverse technical systems, and leveraging cloud technologies such as Microsoft 365, Azure/Entra and Google Workspace.

Incident and Disaster Recovery Management

- Develop and maintain effective incident response and disaster recovery plans.
- Ensure the Trust is well-prepared to handle and recover from potential disruptions, minimizing impact on critical IT operations and educational activities.
- Oversee the management of critical systems such as backup and recovery, ensuring data integrity and availability across multiple systems, sites and platforms.
- Implement and maintain robust processes for backup, recovery, and resilience of key IT systems.

Reporting and Documentation

- Provide the Director of IT regular reports on Trust IT infrastructure status and performance and maintain comprehensive documentation of systems and processes.

Training and Development

- Identify skill gaps within the team and provide training opportunities, particularly in advanced cybersecurity, information governance technologies, the management of varied technical systems, cloud technologies, and the capability to offer 3rd line technical assistance within the IT service.
- Promote a culture of continuous learning and professional growth within the IT systems infrastructure team.

Service Escalations & Support

- Assist in service escalations, providing technical expertise to ensure swift and satisfactory resolution.
- Handle and resolve 3rd-line technical escalations, providing expert support to address complex IT issues.
- Collaborate with IT service teams to ensure timely and effective resolution of escalated technical challenges.
- Collaborate with service teams to analyse and address escalated issues, contributing to overall service improvement.

Deputising the Director of IT

- Act as a deputy to the Director of IT in their absence, providing leadership and decision-making authority.
- Assume responsibilities related to IT governance, decision-making, and strategic direction during the director's absence.

Safeguarding Children

COLAT is committed to safeguarding and promoting the welfare of children and young people. We expect all staff to share this commitment and to undergo appropriate checks, including enhanced DBS checks.

The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment. The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed.

The person undertaking this role is expected to work within the policies, ethos and aims of the Trust and to carry out such other duties as may reasonably be assigned. The post holder will be expected to have an agreed flexible working pattern to ensure that all relevant functions are fulfilled through direct dialogue with employees, contractors and community members.

English Duty

This role is covered under part 7 of the Immigration Act 2016 and therefore the ability to speak fluent spoken English is an essential requirement for this role.

COLAT IT Systems Infrastructure Manager - Person Specification

Our Values and Vision

The City of London Academies Trust, sponsored by the City of London Corporation, aims to provide high-quality education for students and pioneer educational innovation. We are driven by the ambition to provide world-class experiences and deliver exceptional educational outcomes for the young people we serve.

All City of London schools and academies draw upon the traditions, institutions, heritage and historical successes of London to furnish each of their diverse communities with life-transforming learning experiences. In doing so, we believe that the young people we serve develop into successful, compassionate young adults, who make a positive contribution to their local, national and global communities.

Our schools are characterised by a common understanding of what makes outstanding schools, based on five key principles which are known as our 'Foundations of Excellence'.

Our Staff

Our staff have high expectations, are consistent and driven to provide the best teaching and opportunities for our students. Teachers work in a well-disciplined environment where they are able to teach creative and engaging lessons, and all staff are given exciting opportunities to develop and learn from exceptional practitioners.

Equal Opportunities

The postholder will be expected to carry out all duties in the context of and in compliance with the COLAT Equalities policies.

	Essential	Desirable
Qualifications and Training		
Educated to a degree level or equivalent experience	✓	
Hold a recognised technical qualification relevant to the role or equivalent experience	✓	
Professional Service Management Framework in ITIL or similar		✓
Member of an IT professional body such as the BCS, CIPD or equivalent or working towards		✓
Experience, Skills and Knowledge		
Previous experience and knowledge of working in a School/Trust environment	✓	
Deep technical knowledge, understanding and experience in the management of cloud technologies such as Google Apps for Education, O365/Entra/ Azure	✓	
Previous experience and track record of service and incident management whilst delivering excellent IT Service operations in an enterprise, multi-site organisation	✓	
At least 5 years experience of management, supporting and troubleshooting of complex IT systems in a multi-site WAN/enterprise environment or similar technical background	✓	
Deep technical knowledge and understanding of Server, network and WiFi infrastructures	✓	
Previous experience and knowledge of delivering capital IT projects to EFSA technical standards		✓
Previous experience, knowledge and skills in managing substantial IT Budgets and procuring IT-related goods and services	✓	
Experience in liaising with third-party hardware and software providers	✓	
Excellent problem-solving skills within IT practical and operational solution	✓	

Experience in management, support and maintenance of a wide range of end-user devices and relevant operating systems; such as Windows 10/11 OS, iOS, Chrome OS and relevant devices	✓	
Previous working experience with enterprise device management tools such as Microsoft Endpoint Manager (Intune)	✓	
Previous working experience and knowledge in management and administration of server infrastructures; such as Windows Server, including AD, GPO, DNS, DHCP; VMWare and Hyper V	✓	
Excellent working knowledge of a range of enterprise IT management applications	✓	
Personal Qualities		
Ability to provide a written report to management teams regarding budgets, project updates and service performance		
Ability to interact and communicate professionally with colleagues and clients at all levels, adapting working styles to suit the circumstances to build and maintain positive working relationships	✓	
Strong relationship-building skills with the ability to inspire trust and commitment across the organisation	✓	
Good organisational and project management skills, and the ability to balance competing pressures, deadlines and demands	✓	
Excellent communication skills, verbal and written – able to deal with a variety of people sensitively and empathetically including staff and students	✓	
Ability to work under pressure while maintaining a positive professional attitude, and work on own initiative	✓	
Ability to effectively communicate complex technical information to non-technical staff	✓	
Other		
Commitment to safeguarding and promoting the welfare of children and young people	✓	
Willingness to undergo appropriate checks, including enhanced DBS Checks	✓	
Motivation to work with children and young people	✓	
Ability to form and maintain appropriate relationships and personal boundaries with children and young people	✓	