**JOB DESCRIPTION AND PERSON SPECIFICATION**

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| **Job Title:** | **IT & Systems Manager** |
| **Department:** | **Administration** |
| **Reports to:** | **Bursar** |
| **Direct reports:** | **IT & Systems Support (x 2 roles)** |
| **Job purpose:** | **To provide, maintain and coordinate technical support for all areas of the School’s IT Network and Systems.****To develop, implement and maintain the School’s IT Policy and Procedures in consultation with the School Leadership Team (SLT).** |
| **Key responsibilities:** | **STRATEGIC LEADERSHIP*** To lead implementation of a focused 5-year IT Strategic Development Plan;
* To undertake research and analysis to inform School IT strategy and advise on emerging technologies and trends;
* To work with the IT Strategy Group to develop the IT provision to realise the School’s educational aspirations;
* To develop and implement policies, procedures and standards for the use of IT, including e-safety, Health & Safety, asset disposal, receiving and testing IT equipment, data protection, internet use, email, security and IT resource management within the School and monitor adherence to the policies and standards.

**OPERATIONAL DELIVERY (***Desktop, Database and Application Support*)* To manage upgrades and installation of desktop hardware, software and peripherals;
* To manage the support and maintenance of hardware, software and peripherals;
* To oversee the management of the School database (PASS) including Application Management and liaison with the supplier;
* To manage the Schools’ Audio-Visual requirements to support teaching and learning.
* To manage and support the School's intranet via Google sites.
* To implement and manage APIs connecting various school systems.
* To manage and implement the School's Personal Learning Device Policy.

**SERVER & NETWORK SUPPORT** * To design, manage and maintain the School’s IT Network infrastructure;
* To effectively monitor and manage the School’s IT Network capacity and performance;
* To ensure the backup and archive policy is appropriate and data security and integrity is managed effectively;
* To manage and maintain user accounts and user permissions;
* To manage and support specialist software as necessary in both teaching and Non-teaching departments.

**CONFIGURATION & INSTALLATION** * To test changes to systems, audit software (including licences), hardware, IT usage and IT infrastructure and maintain accurate records in terms of identification and configuration.

**CONTINUITY, MAINTENANCE AND SECURITY*** To be responsible for ensuring the security of all network systems and auditing any breaches of security;
* To develop, communicate and implement a disaster recovery plan;
* To define and implement an appropriate network security policy;
* To manage remote access to the School’s systems;
* To implement appropriate security systems to protect hardware, data and confidential information in a segmented and flexible manner appropriate to the needs of the different groups of users.

**SUPPORT REQUEST MANAGEMENT*** To manage the resolution of support requests;
* To produce and analyse support requests and incidents as required.

**COMPLIANCE*** To ensure that the School is acting responsibly and legally with respect to copyright, computer misuse and data protection;
* To ensure compliance with all government legislation;
* To ensure the School complies with Health & Safety legislation in relation to IT equipment;
* To educate the School community to behave in a safe, secure and responsible manner when using IT within and beyond the School.

**LEADERSHIP & MANAGEMENT*** To lead, manage, motivate and develop the IT & Systems Department on a day to day basis;
* To be responsible for monitoring individual performance, absence and time keeping.

**POLICY*** To develop ICT policies, processes and procedures in accordance with the strategic vision of the School;
* To be responsible for ensuring that all members of the School community have signed the appropriate Acceptable Use Agreement for Computer and Internet Use;
* To be responsible for ensuring that all documentation is kept up to date, including software licences and hardware agreements;
* In collaboration with the Compliance Manager to be responsible for Health & Safety documentation, including risk-assessments, for IT throughout the School.

**PROJECT & BUDGET MANAGEMENT*** To deliver technical projects on time and within budget;
* To present management reports to the Finance and General Purposes Committee as necessary to aid financial forecasting/budgeting;
* In conjunction with the Bursar, to plan strategically the IT reinvestment for the next 5 years;
* To source resources, manage income and expenditure and ensure best value for IT spend;
* To maintain a full inventory of ICT assets and consumables, including planning for replacement on an appropriate timescale.

**TRAINING*** To ensure that new pupils receive an induction to the ICT system;
* To conduct induction training for new members of staff;
* In conjunction with the Senior Deputy Head, to plan and deliver suitable whole-School IT training at the start of term as required;
* To liaise with the CPD Co-ordinator to plan appropriate user specific IT training as required.

**OTHER RESPONSIBILITIES*** To oversee and develop the School website;
* To manage domain registration, hosting, development and implementation in conjunction the Director of Marketing;
* To manage the provision of the IT services for Enterprise Trading Activities during School holiday periods;
* To provide technical support at in-service meetings, for visiting speakers and other meetings;
* To report discipline issues involving use or abuse of the IT system;
* To respond to requests or questions from the Parent and Pupil Forums;
* In collaboration with the Master of Works to manage the CCTV system and network-controlled access to School buildings;
* To manage the Telephone system;
* To manage Printers and Photocopiers contract;
* Any other duties which may reasonably fall under the remit of the Bursar or Headmaster.

*Please note the above is illustrative, not exhaustive. Accordingly, there may be a requirement to undertake additional duties, consistent with the level of the post, as directed by management* |
| **Job Holder’s** **Signature** **Dated:** | *I have read and accept the job description:* |

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|  | **Essential** | **Desirable** |
| **Qualifications** | * Excellent A Level or Higher Qualifications;
* Good National 5 / GCSE qualification in Maths and English.
 | * Educated to Degree Level.
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| **Experience** | * Experience of managing and supporting MS Operating Systems;
* Experience of maintaining servers, desktop computers, mobile devices, network switches and audio-visual equipment;
* Extensive knowledge of IT Systems and Databases;
* Competent in the use of Microsoft Office (Word, Outlook, Excel, PowerPoint, etc).
 | * Experience of managing IT Systems in an educational environment.
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| **Skills/Knowledge** | * Excellent use of the English language, especially with regard to spelling and grammar;
* Ability to work under pressure;
* Accuracy and attention to detail
* Well organised;
* Ability to prioritise and multitask as may be necessary;
* Ability to forward plan and work to deadlines;
* Ability to build and maintain effective working relationships.
 | * Proactive approach, always seeking efficiencies and improvement.
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| **Personal Attributes** | * Discretion and understanding of the need for confidentiality;
* Excellent interpersonal and organisational skills, with an ability to remain calm under pressure;
* High level of self-motivation, resilience and energy;
* Strong work ethic;
* Respect for diversity, different cultures and values;
* Flexible to meet the needs of the business as may be required.
 | * Positive working attitude;
* Solution focused;
* Innovative.
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| **Additional information** | * Commitment to safeguarding children and young people;
* This post is subject to a Disclosure Scotland PVG check.
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