**JOB DESCRIPTION AND PERSON SPECIFICATION**

|  |  |
| --- | --- |
| **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:* |

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **Qualifications** | * Excellent A Level or Higher Qualifications; * Good National 5 / GCSE qualification in Maths and English. | * Educated to Degree Level. |
| **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. |
| **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. |
| **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. |
| **Additional information** | * Commitment to safeguarding children and young people; * This post is subject to a Disclosure Scotland PVG check. | |