IT Manager
Job Description and Personal Specification

Line Manager	Senior Leadership Team
Grade	NJC Grade 12
Hours	35 hours (all year around)
Hours of work	8:00am – 4.30pm (This is a senior role, and the successful candidate should expect to work additional hours as required to fulfil the role, including supporting evening events, and attending evening meetings)
Supervisory responsibility	To lead the management of all IT network, staff, resources and contracts, ensuring the optimisation and effective delivery of services

Main purposes of the job

- To lead the delivery of IT Services at Villiers High School so that the school is effectively supported in the delivery of their digital vision.

- To lead the management of all IT network, staff, resources and contracts, ensuring the optimisation and effective delivery of services

- To coordinate all IT activities to ensure the availability of systems, services and data to all stakeholders

- To ensure that IT is regarded as a strength of the school by providing the strategic leadership and management to ensure the successful development of IT infrastructure, systems and digital services.

- To resolve systems issues when they occur by leading diagnosis, investigation and resolution of any server, networking, software and hardware issues

- Responsible for promoting and safeguarding the welfare of children and young people within the school

1. **Leadership and Management**
   - Develop a strategic IT plan in partnership with the Headteacher and other senior leaders for future technical developments
   - Lead on development and management of IT implementation projects
   - Utilise best practices to ensure that the infrastructure of the network is protected and secure from intrusion and malware
   - Manage the deployment, training and development of staff within the Service Desk team
   - Promote best practices to ensure all staff at the school are benefiting from the full potential of IT systems
   - Provide support for teachers on a regular basis to facilitate highly effective use of ICT to support highest standards in teaching and learning.
   - Support and encourage the ethos of the school and its objectives, policies and procedures.

2. **IT Service Desk**
   - Ensure IT Service Desk is offering a quality support service to all end users through efficient and effective practices

- Identify problems and ensure their prompt resolution, advising senior leaders of potential improvements, and projected developments.
- Oversee the upkeep of the asset database ensuring it is accurate & current.
- Ensure the technical knowledge base repository is maintained and kept up to date.
- Ensure that tickets are resolved in line with agreed SLAs staff are informed of progress regarding solutions.
- Organise and monitor the workloads of the Service Desk to meet needs including cover for absences, delegating tasks appropriately.
- Complete appraisals for the Network team and any other staff falling under her/his remit, including the setting of appropriate targets.
- Ensure that health and safety requirements and other relevant regulations are in place and adhered to
- Lead the recruitment of IT technicians
- Arrange IT provision for school and public examinations and tests as required.

3. **Network Infrastructure and Security**
   - Manage the operation and control of the school's information and communications networks including switches, cloud-based solutions, and the installation of additional network components, undertaking appropriate upgrades and repairs.
   - Monitoring, maintaining, and developing the wireless network, deployment, configuration, and troubleshooting of access points.
   - Co-ordinate the provision of live operational scheduling and monitoring as required, including integrity checking for archive/back-up data, data export for networks and other regular housekeeping and maintenance procedures.
   - Organise and manage the installation and configuration of hardware and software as required including the deployment of new releases, testing and training for staff and students.
   - Manage the maintenance of the virtualisation system, upgrading, and patching, creation of new virtual servers, testing and signing off for production.
   - Monitoring, maintaining, and developing the wireless network, deployment, configuration, and troubleshooting of access points.
   - Configuration of the Storage Area Network (SAN), assigning data stores and access permission to servers
   - Ensure security of work on the network by maintaining a regular programme of backing up including cloud-based solutions, setting and monitoring access levels of all users, and ensuring that anti-virus software, systems and procedures are in place and regularly updated at timely intervals, including filtering systems.
   - Lead on Cyber Security to ensure the integrity of the electronically held information by performing regular reviews and testing of backup, disaster recovery, planning and input into the Business Continuity and Cyber Response Plans
   - Ensure the security of information held on the schools' database system/s including archive files and historical data. This includes data held/backed-up offsite.

4. **CCTV / Access Control & VOIP Telephone Services**
   - Ensure the effective operation of the school's CCTV, Indigo Vision Access Control, Salto and VOIP, 3CX.

5. **School Website**
   - Responsible for overseeing and delivery of maintenance and update of content onto the school website.

6. **Project Management & Strategic Planning**
   - Lead delivery of strategic IT Projects by monitoring and tracking individual team progress.
   - Track projects and provide regular reports for Line Manager summarising progress and risks.
   - Being the point of contact for new projects and solution requests.
   - Scope out solutions, design and delegate projects based on consultation with senior leadership team and the Headteacher.
   - Research new technologies that can be used to provide tangible benefits for the delivery of teaching and learning.

7. **Budgeting & Procurement**
   - Lead in the IT equipment procurement process by organising quotations and ensuring purchasing / budget documentation are up to date in line with financial procedures.
   - Carryout regular budget reports and manage the spending commitments against allocated funding.

8. **Communication & Liaison**
   - Foster regular communication with staff members and students in order to facilitate the smooth running of the support provision and to promote new IT systems and projects.
   - Collate information, statistics and prepare reports as required by their line manager, the Headteacher and the Governing Body.
   - Document – plans/ drawings – locations of equipment, switches and cabling
   - Ensure compliance with data protection regulations
   - Maintain an up-to-date database of IT licences and contracts to ensure the school is meeting its legal obligations

9. **Professional Development**
   - Show a commitment to personal and professional development by meeting targets agreed with the Line Manager.
   - Ability and willingness to adapt or alter one's practice when & where benefits and improvements are identified.
   - Show consistent competence and reliability on a day-to-day basis, demonstrating a sound understanding of the issues faced and the technologies used throughout the school.
   - Keep up to date with the latest technologies and trends.

10. **General**
   - There may be a requirement to work beyond normal hours should emergency work / upgrades on IT systems be needed.
   - Attend special events, such as parent's evenings, open days and relevant meetings as required.
   - It is expected attendance and punctuality of the Network Manager should be exemplary.
   - This job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so construed.
   - The job description is not necessarily a comprehensive definition of the post. It may from time to time, be subject to modification or amendment in consultation with the holder of the post and other relevant parties.

Employee signature: **Date:**
Manager signature: **Date:**

Person Specification

Essential and Desirable Requirements

Criteria	Essential	Desirable
A. Qualifications and Experience		
Further or higher education qualifications relevant to ICT or a related field	x	
GCSE pass in Maths and English 9-4 (A-C)	x	
Evidence of successfully managing ICT network/s, hardware and software functions in order to support the day-to-day operation of an educational establishment/company.	x	
Experience of managing change and implementing new systems/procedures/controls	x	
Evidence of continuous professional development	x	
Experience in the line management of staff.	x	
B. Experience		
Experience at Senior Level in IT Support in Education or with a track record of delivering strategic goals.	x	
Experience of network administration and Firewall and Switch configuration, VLANs and telephony and CCTV	x	
Experience of using Microsoft Operating Systems, Google Workspace or equivalent cloud-based platforms, School MIS Systems, databases, and web technologies.	x	
Experience of managing AD, DHCP, DNS, Certificates, anti-virus, imaging, and backup solutions	x	
Experience of managing a team and evidence of effective management and monitoring of resources	x	
Managing an in-house school IT Budget for IT Purchases, repair, and consumable costs	x	
Experience of software support to assist in the day-to-day operation within the school including piloting of software, liaising with third parties where necessary such as Catering, Cashless, Library systems etc.	x	
Demonstrable experience of delivering training		x
C. Knowledge, Skills and Abilities		
Ability to build and form good relationships with colleagues and students.	x	
Able to lead, develop and motivate a team of staff, delegating duties as required.	x	
Very good analytical and problem-solving skills.	x	
Good verbal and written communication skills appropriate to the need to communicate effectively with colleagues, students and other professionals.	x	
Significant working knowledge of a range of software, hardware, network integrity and security.	x	
Thorough understanding of networks, LAN, WAN and Internet topologies, protocols and techniques together with proven technical background in desktop computers and peripherals.	x	
Knowledge of virtualisation technologies	x	
Knowledge of ChromeOS, Apple OSx and IOS.		x
Managing and monitoring a budget, and providing required reports.	x	
Ability to respect and maintain confidentiality	x	
D. Personal Qualities		
Ability to show initiative and to prioritise own work and that of others even when under pressure	x	

To be well organised and have good interpersonal skills.	x	
To be reliable, honest, trustworthy, discrete and capable of handling confidential information and maintaining confidentiality and be able to resolve conflict with equanimity.	x	
Recognition of the importance of personal responsibility for health and safety.	x	
To be hard working and emotionally resilient, able to work under pressure, able to prioritise and flexible working to deadlines	x	
To be able to understand and be committed to equal opportunities for all members of the school community.	x	
To have a willingness to participate in further training and CPL.	x	