

# Job Description

<b>TITLE:</b>	IT Manager
<b>GRADE:</b>	Manager Level 4
<b>REPORTS TO:</b>	Deputy Group Director IT Services
<b>HOURS:</b>	35 Hours a week

## Purpose of the Role

To provide operational management of multi-site IT and network support systems. To ensure availability, resilience and stability of IT Services. To provide technical leadership and line management of 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> line IT staff. To act as a senior technical authority within assigned campuses, ensuring effective incident resolution and service delivery in line with Group standards.

## Key Responsibilities:

### Operational Service Management

- Be accountable for day-to-day operational performance, resilience and user satisfaction of IT services across assigned campuses.
- Ensure incidents and service requests are managed effectively within agreed SLAs.
- Lead and coordinate the response to major incidents, ensuring timely resolution and clear communication to stakeholders.
- Provide accurate and concise updates to senior leadership during service disruptions.
- Ensure operational readiness for key College activities including enrolment, examinations and inspection events.
- Oversee enrolment support activities to ensure systems are fully operational.

### Technical Leadership & Escalation

- Act as senior technical escalation point for complex 2<sup>nd</sup> and 3<sup>rd</sup> line incidents affecting systems, networks and services.
- Assist in the day-to-day maintenance of the College network by overseeing and, where necessary, completing advanced support tasks across PCs, IP telephones, printers, Interactive White Boards, Apple Macs, VDI and physical infrastructure.
- Install, configure and maintain infrastructure components in line with NCC standards.
- Investigate system failures and implement timely resolution
- Ensure system alerts are proactively managed and resolved.
- Liaise with third-party maintenance providers to ensure prompt resolution of hardware failures and configuration issues.
- Work collaboratively with the Group Infrastructure & Security function to ensure adherence to architectural, security and configuration standards.

## **People Management & Development**

- Line manage Senior IT Engineers, IT Engineers and IT Technicians
- Allocate workload and ensure effective rota coverage.
- Conduct regular supervision, performance reviews and development planning.
- Train, mentor and develop IT staff to maintain a high level of technical competence and customer service.
- Foster a professional, accountable and customer-focused team culture.

## **Service Improvement & Projects**

- Manage and deliver local IT projects to completion, liaising with stakeholders and external providers as required.
- Contribute to the design and development of existing systems by identifying areas for improvement, upgrade or modification.
- Ensure operational documentation is compiled, reviewed and maintained.
- Support continuous improvement of incident management and service processes.

## **Governance, Risk & Compliance**

- Ensure all work is undertaken in accordance with NCC safety, security and compliance procedures.
- Support management of business data backup systems to ensure systems and data are securely backed up and restorable.
- Maintain oversight of asset management processes.
- Support disaster recovery and business continuity arrangements.
- Promote secure working practices and cyber awareness.

## **In common with other support:**

- No annual leave may be taken during the enrolment period, which begins the day before GCSE Results Day. Staff should check the confirmed date each year before making personal plans.
- All staff are required to support exam invigilation and may cover up to three exams per year, including GCSE support.
- Staff must take part in two open evenings, or one Saturday open day, each year. These hours are provided in lieu of the additional Christmas holiday days.

## **In common with all other Staff:**

- To support the College's mission, vision, values and strategic objectives.
- Ability to follow HR policies and practices within business support functions, with a strong commitment to diversity, equality and inclusion and to ensuring fair and inclusive outcomes for all staff
- Proven ability to deliver services and support to culturally and ethnically diverse communities, contributing to an inclusive college environment.
- To take responsibility for one's own professional development and participate in relevant internal and external activities.

- To implement the College's safeguarding policies and practices.
- To uphold your health and safety responsibility in line with the College's Health and Safety policy.
- To undertake any other duties commensurate with the grade and responsibilities of the post which may be required from time to time.

### **Additional Information:**

#### **Safeguarding Statement**

The College is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

#### **Criminal Convictions, DBS & Ongoing Disclosure**

This role requires an Enhanced DBS check. Applicants must declare any unprotected convictions. During employment, the post holder must report any new relevant convictions, cautions, or police involvement in line with safeguarding requirements.

#### **Equality, Diversity & Inclusion**

The College is committed to equality of opportunity and inclusive practice. We welcome applications from all sections of the community and expect all staff to uphold anti-racist, inclusive and respectful behaviours.

#### **Review of Job Description**

This job description will be reviewed regularly to ensure it remains an accurate reflection of the duties and responsibilities of the post holder and continues to meet the needs of the College.

## **Person Specification –**

### **Education & Qualifications**

- Relevant IT qualification at Level 4 or above (or equivalent experience).
- Evidence of continuous professional development in IT service management or infrastructure.
- ITIL Foundation (or higher).

### **Experience**

- Significant experience delivering IT services within a complex, multi-site, multi-user environment.
- Demonstrable experience managing technical teams (1st, 2nd and 3rd line).
- Experience acting as senior technical escalation for complex incidents.
- Hands-on experience across enterprise IT systems, networks, infrastructure and end-user technologies.
- Experience working in environments with defined SLAs and performance targets.
- Experience coordinating responses to major IT incidents and communicating with senior stakeholders.
- Experience contributing to operational service improvements.
- Experience working within Further Education, public sector, or similarly regulated environments.
- Experience supporting virtualised environments (e.g., VMware ESXi, VDI platforms).
- Experience contributing to disaster recovery and business continuity arrangements.

### **Knowledge, Skills & Behaviours**

- Strong working knowledge of enterprise IT environments, including Microsoft Server/Active Directory/Exchange, Windows and Apple OS, VMware, storage/backup systems, endpoint and patch management, firewalls, wireless networks, certificate services, cloud platforms (Microsoft 365/Entra) and EDR tools.
- Good understanding of cyber security, risk management, disaster recovery, business continuity, safeguarding, equality and GDPR.
- Effective leadership and people-management abilities, including supervising and developing technical staff.
- Excellent organisational skills with the ability to prioritise, work under pressure and make sound decisions.
- Clear and confident communicator, able to explain technical issues to non-technical users and build strong working relationships.
- Strong analytical, problem-solving and project-delivery skills.
- Professional, customer-focused and calm when dealing with complex or high-pressure situations.

- Positive team player, committed to continuous improvement, collaboration and high standards of service.
- Commitment to equality, diversity, safeguarding and data protection principles.

### **Professional Responsibilities, Values & Commitments**

- Demonstrates a commitment to safeguarding and promoting the welfare of children and vulnerable adults, in line with statutory duties and college policies.
- Upholds inclusive values by supporting learners and staff from diverse backgrounds through fair, respectful, and unbiased practice.
- Maintains a safe working environment by following health and safety legislation, risk management procedures, and College guidance.
- Understands and applies confidentiality and data protection principles when handling information.
- Shows a commitment to continuous professional development and ongoing learning relevant to the role.
- Acts as a positive role model, demonstrating professionalism, integrity, reliability, inclusive practice, and anti racist behaviours that reflect the College's values and expectations.