

Job Title: IT Manager

Grade: 6

Responsible to: Director of Finance & Operations

Working Pattern: 37hours/week, all year round

Responsible for: IT Technicians

Location: Whitley Academy

Essential Criteria

Experience

- Experience of Network Management - incorporating virtualised infrastructure; RDS (TS) thin clients and full PC clients.
- Experience of hardware and software implementation and problem solving in an ICT environment.
- Significant IT experience in a senior Role with line management responsibilities.
- Experience of managing IT budgets and procurements, including technical specification, tendering and evaluation for contracts.
- Experience of working in partnership with ICT providers to deliver complex solutions.

Qualifications / Education

- High level of technical experience and qualification in ICT.
- Relevant IT skills, knowledge and up-to-date qualifications in Network Management and associated software applications.

Knowledge

- Full working knowledge of relevant policies/codes of practice and awareness of relevant legislation.

Technical Knowledge of Hardware:

- Firewalls – Watchguard
- Switches – HP Procurve inc PoE
- Cisco Meraki Wireless Access Points and BYOD
- Dell & Fujitsu Servers
- Dell Storage
- HP & Dell Laptops
- HP & Dell Desktops
- HP Thin Clients

Technical Knowledge of Software:

- Windows Server 2008R2, 2012R2 & 2016
- Windows Server 2016 RDS
- Windows 7 /10
- Exchange Server 2010
- Image Rollout
- WSUS / WDS / MDT
- Adobe CS
- Microsoft Office 2010 / 2013 / 2016
- VMWare vSphere

Skills & Abilities

- Excellent communication and interpersonal skills with demonstrable experience of working with a range of stakeholders.
- Ability to work constructively as part of a team, understanding school roles and responsibilities and your own position within these
- Ability to develop team members' skills and provide mentoring and guidance to help colleagues perform to the best of their abilities.
- Be able to appropriately manage and resolve conflicts or frustrations arising from IT-related issues.
- Cope with interruptions and remain calm under pressure.
- Ability to coach and empower team members to take responsibility for ensuring customer care.
- Accepts, supports and quickly implements change
- Proactively seek opportunities to increase job knowledge and understanding.
- Provides timely, sensitive and honest feedback on performance

Other

- Willing to work in a multi-cultural setting
- Able to work hours required and provide flexibility e.g. to cover Parents Evening or other events
- Able to lift and carry heavy objects, e.g. computers and printers
- Willing to comply with the School's No Smoking Policy
- Willing to undertake further training concerned with the work areas
- Exposure to Bring Your Own Device (BYOD) is advantageous

ESSENTIAL CHARACTERISTICS FOR A WHITLEY ACADEMY STAFF MEMBER.....

- Resilient
- Passionate about all young people's learning and having the chance to learn.
- Enthusiasm for teaching and learning
- Positive outlook
- Team Player
- Advocacy for Whitley students and its community.

Special Requirements

We are an equal opportunities employer and are committed to safeguarding and promoting the welfare of children. This post is exempted under the Rehabilitation of Offenders Act 1974 and as such, appointment will be conditional upon the receipt of a satisfactory response to a check of police records via the Disclosure and Barring Service (DBS).

Updated: July 2018