



ROKEBY EDUCATIONAL TRUST LIMITED

IT Manager – Job Description

The IT Manager will take overall responsibility for the day to day operation of the IT support service, ensure that the appropriate service levels are maintained, the systems are reliable, and the staff within the IT team are being managed and developed. The IT Manager will be accountable for supporting the development and delivery of the school's IT strategy, including both day to day support and development work. They may also need to regularly input to the IT vision and strategy, ensuring it meets the school's requirements and is viable from a technical and IT support perspective. The IT Manager candidate must work collaboratively with all key stakeholders to understand their technology requirements.

JOB DESCRIPTION

Job Title:	IT Manager
Line Manager:	Bursar
Important functional Relationships:	Bursar and Administrative Staff IT Staff Head and Teaching Staff Premises and Support Staff
Important external Relationships:	Contractors and Suppliers Parents and Visitors Local residents/organisations
Main purpose of job:	The IT (Network) Manager will be responsible for developing and managing the school's IT support services, covering both the administrative and curriculum areas.

Main responsibilities/Duties of the job:

Operational Duties 80%

- Accountable for IT operations and priorities for the team, including support requests and ongoing larger IT systems and infrastructure developments.
- Overall responsibility for the IT helpdesk and ensuring that all requests for IT support are actioned in accordance with helpdesk procedures and priorities.
- Overall responsibility for supporting, maintaining and managing a wide range of technical systems associated with the client devices and infrastructure.
- Accountable and responsible for delivering day to day IT support to all users, and addressing any ongoing or reoccurring issues impacting the service.

- Responsible for managing, guiding, supporting and the professional development of the IT Technician, and any other IT staff.
- Responsible for managing the operational relationship with third party contracts, making sure that any issues are clearly communicated, actioned, and resolved, and where applicable Service Level Agreements are adhered to.
- Responsible for developing, embedding and managing methods of working practices including proactive IT support to end users to ensure that a high quality, professional IT service is provided to the whole school community.
- Encourage users to adopt good IT practice and ensure correct and appropriate use of equipment.
- Responsible for taking a leading role in all annual planning processes relating to IT, including the development and execution of individual work plans, ensuring structures are in place to provide feedback on these as the year progresses, business continuity and disaster recovery.
- Accountable for working collaboratively with teaching and learning and business support staff to understand their ongoing technology requirements, in order to support in the development of the IT strategy and ongoing IT operations planning and management.
- Responsible for the process of analysing hardware and software resource requests to ensure that appropriate solutions are recommended.
- Accountable for the IT budget creation and management, ensuring internal procurement process is followed for all purchases, that relevant records are kept and reports can be issued to leadership as and when requested.
- Responsible for the maintenance and management of an up to date asset register enabling tracking of assets.
- Responsible for the maintenance of up to date documentation of all relevant IT and AV systems and hardware, including maintenance contracts and warranties.
- Responsible for reporting to the Facilities Committee and to senior leadership on day to day operations (including helpdesk and statistics) and any development work as required.

Project and Development Duties 20%

- Accountable for driving personal continued professional development, in line with the school's CPD model and IT requirements.
- Responsible for creating and supporting the IT team's personal development plans linked to the school's support requirements and IT strategy.
- Responsible for identifying, scoping and planning key projects and developments as a result of identified teaching and learning technology needs that are linked to the school's IT vision and strategy.
- Responsible for presenting fully scoped, budgeted and planned projects, with data driven benefits and outputs for all project business cases.
- Accountable for managing the delivery of projects utilising the most appropriate project management methodology for the project.

Knowledge and Experience

- Experience in managing, maintaining, and developing IT services and staff using relevant IT service management methodology such as ITIL.
- Experience in supporting, developing and maintaining IT systems and infrastructure.
- Knowledge of current best practice, products and statutory requirements, including ICT health and safety.
- Knowledge and experience of Microsoft Active Directory, 0365, VMWare, SAN environments, HP networks and configuration, tablet deployment / management.

Skills and Aptitudes

Ability to:

- Provide technical support, whilst maintaining the ability to manage IT support services.

- Discuss and explain technical issues to nontechnical key stakeholders.
- Take a long term view and develop successful strategies through effective planning.
- Adjust and adapt working practices to accommodate requirement changes.
- Learn new technologies outside of traditional practice based on the strategic requirements.
- Problem solve, analyse issues, make informed judgments, take appropriate action and accept responsibility for results.
- Assign work to others, whilst supporting and empowering them to undertake tasks whilst maintaining accountability.
- Provide direction and coaching to others to enable achievement of objectives.
- Identify and meet the needs of all key stakeholders in order to deliver a high quality service.
- Track, review and assess new and evolving hardware technologies and make recommendations on how they should be incorporated into the school (where appropriate).

Additional Information:

Hours of work:	Equates to a 40-hour week.
Salary:	£40,000 – £45,000 dependent on experience
Holiday:	33 days including bank holidays
Benefits:	The school operates a contributory pension scheme to which you will be auto enrolled after three months. Lunch is provided free of charge during term time.

This position involves working with children and a satisfactory enhanced disclosure will be required from the Disclosure and Barring Service.

MEA
28.3.19