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| Job Advertisement | A close up of a logo  Description automatically generated |
| **IT Service Site Manager** |

We are looking to recruit to our current team, an IT Service Site Manager, who would be primarily based at Manchester Academy, but working as part of a regional ICT delivery service to 10 academies. The role of IT Service Site Manager will involve working as part of a team to provide IT support and contribute to the effective operation, maintenance and repair of all computers and computer related resources throughout the school.

We are looking for a highly adaptive, knowledgeable, technical problem-solver ideally with experience of managing a helpdesk environment with a focus of delivery of an outstanding customer service. The post holder will need to demonstrate a strong knowledge of server management, network device configuration as well as experience of supporting users within a Microsoft Windows environment. Knowledge, experience and the ability to trouble-shoot and resolve a spectrum of first/second line issues ranging from hardware through to software is required. The role includes the line management of staff ensuring they are performing and delivering an effective service to support teaching and learning. The post holder will also work to ensure the service resolves issues within the SLA’s agreed upon with the school.

The school are very forward thinking and are working towards a ‘blended learning’ environment of education within the classroom and remotely using the Microsoft 365 platform, notably Teams, SharePoint and OneDrive so experience in this technology is seen as essential.

The position is full time (37.5 hours per week), all year round. Although the role has predominantly fixed working hours, it may involve, where the business requires, both evening and weekend work. The role holder will therefore need to demonstrate a degree of flexibility and willingness to work unsociable hours if called upon. It is expected that the post holder will adapt their working hours around the business needs of the academy and IT service. The post comes with 25 days holiday entitlement in addition to Bank Holidays and the successful candidate will be enrolled automatically into the Local Government Pension Scheme (LGPS) run by Greater Manchester Pension Fund (GMPF).

*Employees of United Learning are offered employee benefits through its reward scheme, United Rewards. United Learning works with Perkbox to offer its employees over 250 exclusive benefits, all through their easy-to-access App. Featuring a huge range of perks, from discounted cinema tickets and holidays, to money off meals out at restaurants nationwide, plus savings on food, technology and clothes shopping. They also offer salary sacrifice schemes such as Childcare Vouchers and Cycle to Work which offer tax and NI savings on new bikes and nursery care. For more information, once your employment has started, please visit* [*www.unitedrewards.org.uk*](http://www.unitedrewards.org.uk)

For more information about the role, please contact Mark Davies ([mark.davies@unitedlearning.org.uk](mailto:mark.davies@unitedlearning.org.uk)), Greater Manchester IT Service Manager

**Closing date:** Thursday 28th January 3pm **Interviews:** Week commencing 8th February (TBC)

*The school is fully committed to the safeguarding of children and all staff will be subject to an enhanced DBS disclosure and full child protection/safeguarding training. United Learning is an equal opportunities employer.*