



## Job Description & Person Specification

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**Job Title** : Assistant IT Manager

**Scale** : LTA

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### Job Purpose:

- Support the IT Director in the delivery of a safe and effective IT resource for use by students and staff across schools in the Trust.
  - Assist with initiating, developing, implementing, monitoring and reviewing programmes and systems to support a high-quality IT provision in the Trust.
  - Support the IT Director in ensuring that legal and contractual obligations relating to IT resources, systems and services are met.
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### Reporting Arrangements

**Reporting to** : IT Director

**Accountable for** : IT Technicians and Apprentices

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### Main Responsibilities:

- Assist the IT Director in the management of all the Trust's IT networks and systems.
- Supervise, line manage and allocate professional responsibilities and tasks to the IT Support Team and Apprentices in the absence of the IT Director.
- Liaise with external consultants, suppliers and other staff as appropriate.
- Work flexibly within the Trust's management structure and respond to the Trust's changing IT network needs.
- Maintain confidentiality of sensitive Trust information.
- Undertake any other such duties within the overall function of the role, commensurate with the grading and level of responsibility associated with the post.

#### 1. Management of all the schools' IT Networks and Systems

- Assist the IT Director in managing all aspects of the Trust Network, including:
  - Routine maintenance schedule and repairs;
  - Planning a rolling replacement/upgrade programme;
  - Design and implementation of developments to the LAN;
  - Design and implementation of the school broadband / internet connection;

- Organising the provision of consumables (ink, toners);
  - Maintaining security of hardware dependant on location;
  - Using appropriate internet filtering and firewalls by establishing protocols and permissions;
  - Monitoring Network usage, both internal and external;
  - Providing relevant technical support and guidance;
  - Providing IT equipment and support as required for special events, e.g. parent's evenings, presentations, INSET and training sessions.
- Assist in the Trust's data management by co-ordinating system updates including SIMS, messaging, finance, canteen biometrics, etc., in consultation with the IT Director.
  - Advise and make recommendations on IT hardware, software and system development.
  - Co-ordinate the ordering, installing, commissioning and licensing of IT hardware and software to meet Trust development priorities and improvement targets.
  - Ensure the security of data, including compliance with the Data Protection Act, virus protection and backup systems.
- 2. Liaise with external consultants/suppliers and other staff, in consultation with the IT Director.**
- Liaise with the Local Authorities and other schools about IT resource development and application, and representation at forums and user groups (as appropriate or required).
  - Liaise with other external agencies on overall network topology, design and implementation including internet connectivity.
  - Liaise with other external agencies on behalf of the Trust including SIMS and other curriculum teams when appropriate.
  - Liaise with, and work alongside and in collaboration with, external service providers.
  - Collaborate effectively with the Trust support teams.
  - Work with teaching staff to ensure operational needs are met by helping to clarify their understanding of learning outcomes and how progress can be measured.
  - Liaise and work closely with partners of the Trust.
- 3. Develop ongoing training of staff in IT techniques and technology, in consultation with the IT Director.**
- Provide staff training in the use(s) of IT facilities, including training in the use of a wide range of general-purpose applications.
  - Assess the technical expertise required by IT support staff; the type of technical information required to support their learning and establish a range of training programmes to develop the team.
  - Assist colleagues to obtain relevant expertise, information and skills and agree what further activities (training) are necessary to meet their requirements.
  - Offer one-to-one support to teaching and support staff about identified aspects of software application and IT usage.
  - Provide professional support and guidance about systems development and software application.

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### **Trust Responsibilities:**

- Adhere to all Trust policies and procedures.
- Take responsibility for promoting and safeguarding the welfare of all pupils.
- Demonstrate commitment to the Equal Opportunities Policy, to work positively and inclusively with colleagues so that the Trust provides a workplace and delivers services that do not discriminate against people on the grounds of their age, gender, sexual orientation, marital status, race, religion, creed, colour, nationality, ethnic origin or disability.
- Work flexibly in the interests of the service (this may include undertaking other duties provided that these are appropriate to the employee's background, skills and abilities).
- Travel between different sites of the Laurus Trust as required.

- Actively participate in performance reviews at regular intervals in accordance with Trust procedures.
- Undertake training courses organised by the Trust where these will assist in the carrying out of the above duties, develop skills which may be required to fulfil those duties in the future or are required to fulfil legal requirements.
- Refrain from smoking in any areas of Trust premises.
- Behave in a manner that ensures the security of property and resources.
- Demonstrate consistently high standards of personal and professional conduct as defined in The Laurus Trust Code of Conduct Policy.

### **Safeguarding:**

The Laurus Trust and its affiliated schools are committed to safeguarding and protecting the children and young people that we work with. As such, all posts are subject to a safer recruitment process, including the disclosure of criminal records and vetting checks. The post holder will be required to complete an enhanced Disclosure Barring Service (DBS) Check with appropriate barred list checks, or the equivalent, and must be eligible to work in the UK.

We ensure that we have a range of policies and procedures in place which promote safeguarding and safer working practice across the school. This is in line with statutory guidance Keeping Children Safe in Education and The Education Act, we expect all staff and volunteers to share this commitment.

### **Core Behaviours:**

It's important for all Support Staff to be able to demonstrate some or all of the core behaviours on a regular/daily basis:

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| ➤ <b>Adaptable</b>    | - Open to change, to be flexible.  |
| ➤ <b>Courageous</b>   | - Willing to speak up, offer ideas, challenge the norm.                      |
| ➤ <b>Hard Working</b> | - Strong work ethic, prepared to go the extra mile.                          |
| ➤ <b>Inclusive</b>    | - Treat others fairly and equally.   |
| ➤ <b>Engaged</b>      | - Involved/absorbed in your work, participate at all times.                  |
| ➤ <b>Value</b>        | - Add value to your role, your team and the Trust.                           |
| ➤ <b>Enquiring</b>    | - Have an enquiring mind, curious, improve and find solutions.               |
| ➤ <b>Motivated</b>    | - Pro-active, wanting to achieve goals, willingness to try, can do attitude. |
| ➤ <b>Encouraging</b>  | - Giving/offering support and confidence to others, working together.        |
| ➤ <b>Navigator</b>    | - Providing guidance, leading when necessary.                                |
| ➤ <b>Tenacious</b>    | - Perseverance, never giving up, whatever it takes.                          |

**Person Specification:**

Attributes	Essential	Desirable
Education and Qualifications	<ul style="list-style-type: none"> <li>• Sound educational background including GCSE's Maths and English (A*-C) or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>• Formal IT training qualifications e.g. MCSE, Apple certified associate, LFCS</li> </ul>
Knowledge and Experience	<ul style="list-style-type: none"> <li>• Proven experience of working in 1st/2nd/3rd line support role</li> <li>• Proven experience of maintaining and supporting PC, server and networking equipment</li> <li>• Technical networking skills</li> <li>• Ability to think logically and demonstrate problem solving skills</li> <li>• Ability to multi-task and work under pressure when dealing with multiple requests for IT support</li> <li>• Ability to communicate with any individuals across a spectrum of IT capabilities and be able to relate to problems and solutions in a non-technical way</li> <li>• Experience of delivering to deadlines and achieving set targets to a high standard</li> <li>• Experience of allocating and prioritising workload effectively to gain maximum productivity</li> <li>• Strong IT Skills including Microsoft PowerPoint, Excel, Word and Outlook</li> </ul>	<ul style="list-style-type: none"> <li>• An ability to provide leadership, direction and coaching to others to enable achievement of objectives</li> <li>• The ability to assign work to others and empower them to undertake tasks whilst maintaining accountability</li> <li>• Data Protection Act /Awareness of E-Safety requirements</li> <li>• Experience of working in a school environment</li> <li>• Experience of working with confidential information</li> <li>• Awareness of current issues in the Education</li> </ul>
Skills	<ul style="list-style-type: none"> <li>• Strong understanding of computer networks and operating systems, usage and equipment configuration including Active Directory (AD), DNS, DHCP, Windows Server 2012 and 2016, Windows 10 and Mac OSX</li> <li>• Understanding of the importance of the IT Support team in responding to user needs</li> <li>• Understanding how mobile devices are used in a work or school environment</li> <li>• Demonstrable experience of managing part of an IT network</li> <li>• Demonstrable experience of managing others</li> <li>• Experience of working in a high-pressure environment</li> <li>• Experience of delivery support, advice and training to end users</li> <li>• Excellent planning and organisational skills</li> <li>• Ability to work independently to organise own workload</li> <li>• Strong interpersonal skills</li> <li>• Highly motivated individual with an innovative approach</li> <li>• Problem solving and analytical skills</li> </ul>	<ul style="list-style-type: none"> <li>• Apple Open Directory and Profile Manager</li> <li>• Working knowledge of Microsoft Applications (Office)</li> <li>• Working knowledge of Adobe CS Packages</li> <li>• Knowledge of school's management systems (SIMS)</li> <li>• Infrastructure devices including Netgear/HP managed switches, Ruckus Wireless Systems and Smoothwall UTM devices.</li> <li>• IP phone systems</li> <li>• Knowledge of Firewalls, VLANs</li> <li>• Knowledge and experience of portable devices used in a BYOD environment</li> </ul>

	<ul style="list-style-type: none"> <li>• Ability to demonstrate engaging oral and written communication</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge and experience of VMware virtualised server environments</li> </ul>
Other Qualities	<ul style="list-style-type: none"> <li>• Ability to make effective decisions</li> <li>• Ability to work accurately and methodically</li> <li>• Excellent time management</li> <li>• Ability to remain calm under pressure</li> <li>• Flexible</li> <li>• Good team player</li> <li>• Willingness to undertake further training</li> <li>• Commitment to safeguarding and promoting the welfare of children</li> </ul>	<ul style="list-style-type: none"> <li>• Innovation</li> <li>• Creative thinking</li> <li>• Interest in new technology</li> <li>• Ability to lift/move equipment</li> <li>• Ability to work at height</li> <li>• Full driving licence</li> </ul>