



Job Description for Assistant IT Manager (AM) - Full time

Reporting to: Senior IT Manager

Summary of the role:

Maintaining, supporting and upgrading where necessary the school core infrastructure under the direction of the Senior IT Manager (SM). Manage and support the Tech Desk to enable the support team to carry out tasks effectively and efficiently.

Hours of work:

- Monday to Friday 8am to 5pm during term time.
- Some work outside of these hours can be expected
- During school holiday time when there are major IT projects and system maintenance taking place hours are likely to be more flexible to suit the work load
- Telephone support rota (shared with IT Support Specialists) hours 7am-8am & 5pm-8pm Monday to Friday

Salary: £36,000-£38,000 depending on experience and qualifications.

Holidays: Six weeks holiday per year plus public holidays

- Holidays are only to be taken by prior arrangement of the Senior IT Manager and in order to cover any high-level incidents and requests, cannot be at the same time as the SM

Line Manager Responsibility: In the absence of the SM – for Mobile IT Support Specialist (MSS) and IT Support Specialists (ISS).

Key roles and responsibilities:

- Under direction of the Senior IT Manager cover off all aspects of development, support and maintenance of the core IT network and infrastructure, utilizing the below technical skills
- With the MSS:
 - Manage all incoming IT support calls in the call logging system and direct to the necessary support queue or distribute to other departments as necessary (i.e. Software Development Team)
 - Answer and log incoming phone calls to IT support into the call logging system and resolve over the phone remotely if possible. This will require a polite phone manner with good interpersonal skills
 - Action approved user account requests and changes for Email, VLE etc. (in conjunction with Ringwood support in the immediate future)
 - Order hardware consumables where necessary when onsite IT Support Specialists and other staff request them
 - Receive and resolve support request emails from Parents regarding Parent Portal access
- When the MSS is unavailable (e.g. at a different site) and no other Support resource is available the AM would be expected to act as a Mobile IT Support Specialist if the call in question is of an urgent nature
- Be a central resource for desktop software distribution for both Student and Admin networks

- Liaise with the Software Development Team, in conjunction with the SM, to provide hardware and software resources for projects etc
- Provide 3rd line support for the MSS and ISS in all aspects of the IT environment and ensure that they are able to administer and maintain relevant site-specific core systems
- Provide, maintain and distribute through the IT specialists standard desktop builds for all networks.
- Be available via phone (mobile or landline) during normal work hours
- Manage updates and fixes to various systems outside normal staff working hours as appropriate, providing direction for the IT Support Specialists
- In co-operation with the SM, provide a schedule of works and estimated timescales for major upgrades and changes to all aspects of the IT / ICT environment during school holiday periods, ensuring that projects get completed on time with the minimum of disruption. Hours of work are likely to be very different than those during term time
- Share the outside normal working hours support number on a rota with the MSS and the ISSs
- Out of hours telephone support:
 - Between the hours 7am-8am & 5pm-8pm the main support number is diverted to the AM when on rota
 - This service is provided for school staff members that are working onsite
 - The initial on-call support is expected to be by phone (e.g. password resets, general support questions)
 - All these requests should be logged into the call logging system.

Experience / Qualifications:

- Educated to degree level or equivalent
- Confident in ability to deliver deadlines to relevant audiences
- Management of a Tech / help desk environment or IT support team
- Good interpersonal skills and able to communicate on all levels with not only IT staff but senior management and general staff members both orally and in writing
- FITS Practitioner/ITIL experience – desirable

Technical Skills for Assistant IT Manager (this is by no means exhaustive but covers wide range):

Essential:

- Windows Server 2000 up to 2012
- Active Directory and GPO design & management
- Virtualisation – especially Hyper-V & VMware
- SQL Server
- Understanding and basic use of UNIX server webhosting environments (in relation to VLE & MIS)
- MDAEMON Messaging Server & MS Exchange
- Google Apps / Docs / Drive
- MS Windows XP, 7 & 8
- VoIP, especially 3CX
- LANs, WANs, TCP/IP, Routing, VPN's, Kerio WinRoute Firewall
- Rack mounted servers / switches / routers and other associated hardware

- Structured Cabling systems including Twisted Pair and Fibre and the patching of these systems
- Wireless network setup, management and security
- Scripting e.g. automation of regular tasks and services
- Installation of 3rd party applications, including push installs
- Ability to troubleshoot & repair server & PC hardware
- Awareness of mainstream mobile technologies, including tablets (e.g. iPad, Nexus, etc)
- 1st, 2nd and 3rd Line support experience
- Experience in supporting and maintaining an asset database

Desirable:

- Any coding experience, e.g. html, C++, Java, Python, etc
- Previous experience with disk imaging, RIS, Ghost, etc
- Understanding of AV technology including: Smart Boards, visualisers and other presentation related hardware

Generic duties and responsibilities relevant to all members of staff:

- To work in a manner which is safe and healthy for both yourself and others with whom you come into contact;
- To comply with safety instructions and regulations;
- To promptly report all safety hazards and unsafe working practices;
- To be familiar with the schools' Health and Safety Policy and comply with it at all times;
- To read and be familiar with the Staff handbook and Employment manual and follow the procedures therein;
- To be familiar with and to follow guidelines as set out in the school staff policy documents;
- To work in a co-operative, diplomatic and flexible manner;
- To foster and maintain good working relationships, acting as a courteous, friendly and business-like member of the school team.

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

The post holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom he/she is responsible, or with whom he/she comes into contact will be to adhere to and ensure compliance with the school's Child Protection Policy Statement at all times.

If in the course of carrying out the duties of the post, the post-holder becomes aware of any actual or potential risks to the safety or welfare of children in the school, he/she must report any concerns to the school's child protection officer or to the Headmaster/Headmistress (if different).