



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

Reporting to: Senior IT Manager

Summary of the role:

Maintaining, supporting and upgrading the schools' core infrastructure, under the direction of the Senior IT Manager (SM). Assist in managing the support team to enable them to work 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)

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, to ensure cover of any high level incidents or requests, cannot be taken 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 all aspects of development, support and maintenance of the core IT network and infrastructure, using the technical skills listed below.
- When the MSS is unavailable and no other Support resource is available, the AM would be expected to act as a Mobile IT Support Specialist for urgent support calls.
- Be a central resource for desktop software distribution for all school networks.
- Liaise with the Software Development Team in conjunction & the SM to provide hardware and software resources for projects.
- Provide 3rd line support & training for the MSS and ISS to ensure that they have the skills & knowledge needed to administer and maintain relevant site specific core systems.
- Provide, maintain and distribute to the IT specialists standard desktop builds for all sites.
- Remain in contact via phone (mobile or landline) during normal work hours.
- Manage out of hours updates and fixes to critical systems during term time, delegating & providing direction for the IT Support Specialists where appropriate.

- Assist the SM in providing a schedule of works and estimated timescales for major upgrades and changes to all aspects of the IT/ICT environment during school holiday periods, to ensure that projects are completed on time with minimum disruption to users.
- Share the outside normal working hours support number on a rota with the MSS and the ISSs.

Experience / Qualifications:

- Educated to degree level or equivalent
- Confident in ability to deliver deadlines to relevant audiences
- Calm & organised when under pressure
- Management of a Tech / Helpdesk environment or IT Support team
- Good interpersonal skills and able to communicate on all levels, not only with IT staff, but also 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 a wide range):

Essential:

- Windows Server (2003 to 2008R2)
- Active Directory and GPO design & management
- Virtualisation, especially VMware
- Understanding and basic use of UNIX/Linux, especially in server environments
- Mail server configuration & troubleshooting, ideally MDAemon eMail Server & MS Exchange
- VoIP, especially 3CX
- LANs, WANs, TCP/IP, Routing, VPNs, Firewalls
- Network hardware & VLANs
- Wireless network management and security
- Windows XP, 7 & 8
- Mobile device configuration & management
- Good Hardware and software troubleshooting skills
- 1st and 2nd Line support experience

Desirable:

- Office 365
- Any coding experience, e.g. C++, Java, Python, html, etc.

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).