

Job Description

Job Title: ICT Operations Manager

Location: Kensington Prep School, with infrequent travel to other GDST sites

Reports to: Director of Finance and Operations (DFO) / ICT Leader

Kensington Prep School is one of 26 schools of the Girls' Day School Trust. It is a selective independent junior school for girls, occupying a site in the heart of Fulham. We offer our pupils some of the best facilities of any prep school in London. The building, a former convent school, is set in an acre of ground near Parson's Green. It provides large, bright classrooms, a state of the art hall/gymnasium, a beautiful library and specialist rooms for ICT, science, technology, art, music, and drama.

The school invests considerably in ICT and we are proud of the leading facilities that we use to support our teaching and learning. The use of ICT is embedded across much of our curriculum; by the start of next year the majority of girls at the school will be provided with individual iPads to assist their learning. We make significant use of Firefly, our learning and communications platform, and are keen to continue to develop this platform further.

We are looking for a proactive, experienced professional who can effectively maintain our existing structure while continuing our progressive implementation of equipment and systems. We will expect the post holder to play a key role in maintaining our position as a leader in the use of ICT in schools.

Purpose of the Job

- To ensure the ICT systems are maintained in line with the school's requirements
- To be responsible for the management, installation, maintenance, availability and integrity of the School's ICT infrastructure
- To assist in leading and supporting the school's strategic aim to be at the forefront of technology in education
- To support and, when requested, train school staff and pupils in the use of technology to support teaching and learning

Accountable For

- The support of School's ICT systems.
- Ensuring deadlines are met and delivering to the quality defined by the school
- Delegated budgetary management as defined by the school

Key Responsibilities

- To be responsible for the management of all ICT systems within the school
- Ensure all ICT school's systems are fully documented
- Manage and maintain the backup of the school's electronic data
- Manage the reliability, performance and availability of the school's ICT infrastructure
- Manage the implementation of new ICT systems and where appropriate work with the Trust Central ICT team in implementing new systems
- Manage and maintain the school's communications systems
- To keep aware of technology trends in education

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- To report on the potential ways the school could take advantage of emerging technologies
- Maintain awareness of developments with existing systems and, where appropriate, ensure they are adopted in a timely manner
- To act as the technical authority on the school's ICT infrastructure
- Support, train and encourage staff in their use of ICT systems
- To work with the Trust Central ICT team in managing issues escalated to the central ICT team
- Ensure ICT systems are able to support Teaching, Learning and the Administration of the school
- To conduct presentations and compile reports
- Ensure the school is compliant with ICT licencing requirements
- Support the school's use of SIMS
- Ensure the school's ICT systems are protected from security vulnerabilities and processes are in place to manage local and central ICT policy
- Work with 3rd party suppliers in the resolution of ICT faults or the installation of new ICT systems
- In conjunction with the Trust ICT Security and Compliance Manager develop robust disaster recovery platforms and procedures and perform periodic Disaster Recovery (DR) testing
- Develop hardware and software solutions to meet the needs of the school, but which do not compromise the ICT systems and/or security of other schools or Trust Office.
- Be responsible for a regular maintenance programme and ensure the resolution of failures in hardware and software
- Ensure appropriate "housekeeping" tasks are implemented
- Demonstrate best value in the provision of products and services
- Undertake research and development
- Travel in support of the duties of the role
- Stay overnight in support of the duties of the role
- Work flexibly as required in support of the duties of the role

Other

The key responsibilities are not exhaustive and highlight a number of major tasks relevant to the post. The post holder may be required to undertake additional duties which might reasonably be expected and which form part of the function of the post. This post and its associated role will be subject to review on an annual basis, or:

- As a result of a change in Strategic management.
- As a result of significant changes in operational requirements.
- As a result of agreed staff development/career review needs/objectives.
- Within six months of appointment.

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Person Specification

Requirement	Essential	Desirable
Education and Qualifications	• MCSA/MCSE or equivalent • ITIL foundation level	• Degree level qualification or equivalent • Prince 2 or equivalent • Apple Computers certification
Experience	• Experience of working in education • A strong IT technical background • Proven experience of server and network infrastructure • Proven experience in the design of ICT systems • Experience of managing 3rd party service providers • Experience of diagnosing and resolving technical errors • Experience of implementing technical solutions • Expert understanding of ICT Hardware and Software • Experience of implementing Apple Computer technology in an educational environment	• Experience in Project management • Experience of managing large scale iOS deployments • Experience of Mobile Device Management
Skills and Abilities	• Creative and proactive • Excellent interpersonal and communications skills. • The ability to relate well to people on all levels. • Able to remain calm under pressure and work to tight deadlines. • Personal integrity, honesty, energy, stamina, enthusiasm, dedication, with a sense of humour and a sense of proportion • Attention to detail • Good analysis skills • Strong verbal reasoning ability • Strong Finisher and self-motivated • First class organisational and administrative skills • Committed to personal development and lifelong learning	

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Knowledge	• Understanding of Apple technology • Microsoft Windows Operating Systems • Microsoft Server Operating Systems • Strong hardware knowledge • Strong understanding of software applications • Understanding of the latest trends in ICT in education	• In-depth understanding of Apple Server and iOS technologies • Understanding of Mobile Device Management • Understanding of SIMS
Other	• Able to work on own initiative. • Ability to search for solutions to sometimes complex problems • Able to deal with pressurised situations in a calm and caring way	