

Job Description

Title of Post	Head of ICT Services
FT or % PT	Full-time, 40 hours per week, some out of hours and weekend working may be required, Time Off In Lieu (TOIL). 25 days holiday + statutory public holidays.
Responsible To	Bursar
Responsible for	<i>Assistant Network Manager, SIMS Data Manager</i>
Qualifications required	Please see personal specification
Experience required	Please see personal specification

JOB PURPOSE

To ensure the streamlined operation of the ICT Services department in alignment with the schools objectives. The school currently consists of approximately 500 devices made up of a combination of Windows workstations, tablets, laptops, iPads, etc.

The Head of ICT Services will work closely with the Senior Management Team and decision makers in other departments to identify, recommend, develop, implement and support cost-effective technology solutions for all aspects of the organisation. The Head of ICT Services will also define and implement ICT policies, procedures and best practices and be responsible for all aspects of the schools computing infrastructure.

You will be a Network Manager with wide-ranging experience. You will have a good working knowledge of various technologies as listed in the Person Specification and will have an excellent track record in managing a successful IT team. Whilst knowledge of the education system is desirable, a willingness to learn about this specialist field is important.

PRINCIPAL RESPONSIBILITIES (not exhaustive)

- To strategically manage the development and maintenance of an efficient data and voice ICT infrastructure, including the deployment of the school ICT resources.
- To ensure the schools ICT functions efficiently and effectively to meet the needs of the school and its users.
- To promote effective teaching and learning throughout the school by the efficient and effective deployment of ICT resources.
- To lead on the whole school development of ICT.
- To organise and supervise the ICT Team and manage all the ICT, telecoms, printing/photocopying support contracts.

- Manage and ensure effectiveness of servers, including e-mail, print, and backup servers, and their associated operating systems and software.
- Manage and ensure optimal operation of Servers, on both physical and virtual levels.
- Manage and ensure optimal operation of all network hardware and equipment, including routers, switches, hubs, UPSs etc.
- Manage and ensure effectiveness of security solutions, including firewalls, anti-virus solutions and CCTV systems.
- Manage and ensure effective program distribution and installation by use of 'System Center' Servers.
- Establish and maintain regular written and in-person communications with the organisation's, decision-makers, stakeholders, department heads, and end users regarding relatable network activities.
- Approve and administer user accounts, permissions, and access rights.
- Advise the SLT on emerging technologies as appropriate.
- Support the full range of financial planning for ICT, through the identification, planning and costing of all future developments and upgrades to achieve best value for the school.
- Attend relevant meetings where the ICT service is discussed and input is required.
- Set support priorities, balancing response to support requests with the need to follow planned monitoring and maintenance, in the context of staff availability and wider ICT service demands.
- Line manage the schools ICT Support Staff. Carry out annual performance reviews for team members and negotiate specific personal development goals. Advise the SMT on any specific training needs.
- Support the school in ordering, stocking and replenishing ICT consumables.
- Ensure that legal and contractual obligations relating to ICT resources, software licensing, systems and services are met.
- Manage and implement the installation of all new computer software as required, enabling the delivery of ICT to all operational areas.
- Design and implement the school policy on asset management & disposal.
- Liaise with external engineers and suppliers and manage external contracts as appropriate.
- Ensure all school ICT systems are fully operational at all times.

- Advise the Senior Management Team on the implementation of ICT policies and procedures.
- Design, implement, monitor and review school procedures for managing and recording installations and configuration changes.
- Manage the schools Management Information Systems, and any other related school systems.
- Manage the functioning and deployment of applications.
- Manage the school's security and back-up systems and plan disaster recovery contingencies to enable an efficient return of service after any unforeseen system outages.
- Manage Internet access filtering, email filtering and related monitoring and security systems.
- Take responsibility for maintaining the schools computer inventory.
- Support the school Virtual Learning Environment as required.
- Conduct training on appropriate use of ICT resources; document systems and procedures.
- Provide 1st, 2nd and 3rd line support to colleagues where appropriate.

OTHER RESPONSIBILITIES

- Produce and analyse reports on support requests for management purposes; advise the SMT on possible training activities based on support log analysis.
- Undertake available training opportunities and demonstrate a commitment to continuous development.
- To undertake such other duties and responsibilities of an equivalent nature, as defined by line management from time-to-time, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the job description in specific terms.
- Perform any other task deemed reasonable by your Manager and/or the Head master

ACCOUNTABILITIES

1. To manage and provide an excellent ICT technical support and advice service to administrative and curriculum areas.

2. To manage the performance and monitor all ICT resources and perform advanced diagnosis and resolution of network infrastructure, software and hardware faults.
3. To actively manage the support contracts/service level agreements for IT, network infrastructure, telephony, CCTV and printing facility to ensure efficient and effective performance and deployment of appropriate support services.
4. To lead on and develop the system recovery processes to minimise the risk and impact of a serious disaster and threats to continuity (including management of the appropriate back up regime and virus protection).
5. To be responsible for strategic business and financial planning to ensure that the ICT service meets the School's strategic vision and needs, including accountability for the ICT budget in conjunction with the Bursar and Senior Management Team.
6. To identify, lead, manage and support the development of new ICT systems, networks, equipment and applications for the school to ensure the curricular and management needs of the school will continually be met.
7. To develop and maintain a three and/or five year ICT development plan for the school for approval by the Senior Management Team and school governors.
8. Oversee the development of the school information management systems (SIMS).
9. Maintain access the security control software and CCTV Cameras.
10. Oversee internet access and usage across the school.
11. To keep up-to-date with trends in hardware and software and to support and advise SMT on technical matters.
12. Manage and maintain school financial system ensuring data is backed up daily.
13. Manage connectivity between the Main School and Bevendean ensuring continual uptime.

Name: _____ Signature: _____ Date: _____

Head of ICT Services

Name: _____ Signature: _____ Date: _____

Bursar

Personal Specification

School Danes Hill School, Oxshott
Title of Post Head of ICT Services
Starting Salary **£40,000**

Qualifications and Professional Memberships	Essential/ Desirable
HNC, A Level, NVQ 3, HND Level or equivalent with a number of years of experience in a relevant role OR Broad vocational experience, acquired through a combination of on-the-job training experience	E
CCNA or experience managing a Cisco iOS configuration	E
Full or Associate Membership of British Computer Society	D
Technical Competencies (Experience and Knowledge) <i>This section contains the level of competency required to carry out the role</i>	
Experience of working independently and without close supervision	E
Knowledge and understanding of the work practices, processes and procedures relevant to the role, which may include broader sector/commercial awareness	E
Operating knowledge of service/systems/processes to provide first line advice and guidance, typically of a more technical/specialised nature, to users	E
Excellent knowledge of current Windows operating systems in a networked environment	E
Excellent knowledge of issues affecting wireless network communications	E
Established knowledge of current IT trends in areas such as workstation management, PC hardware, workgroup printing and good up to date knowledge of core PC applications including MS Office, Windows XP/Vista/7	E
Effective written and oral communication skills	E
Good interpersonal skills, including the ability to work as a team member, but also having self motivation when working independently	E
Willingness to learn new skills and broaden knowledge	E
Excellent knowledge of working with Server 2003/2008/2012, Microsoft Exchange & Active Directory	E
Web design/database/programming skills	E
Ability to convey technical problems to non technical staff	E
Experience and cultural understanding of working within the Education Sector	E
Experience/knowledge of Capita's SIMS application	E
Experience/knowledge of Apple/Unix	D