

Job Description: ICT Manager

Post Title	ICT Manager	Location	Appleton Academy, Wyke
Reports to	Head of Operations, Virtue Technologies Ass. Director ICT & Data, Appleton Academy	Staff Responsibility	ICT Technicians

To be responsible for the planning, development and implementation of the school's ICT strategy and service provision including managing all aspects of ICT technical support in the school (including the work of ICT technician(s)).

Key duties:

1. To be responsible for the development and implementation of school policies and procedures for the safe, effective and innovative use of ICT within the school environment.
2. In liaison with the Assistant Director of ICT & Data and the SLT, to be responsible for the implementation of the strategy for the improvement of ICT across the whole school (curriculum and administration).
3. To be responsible for the analysis, evaluation and detailed reporting to SLT in relation to all aspects of ICT provision across the school.
4. Lead the Academy's ICT Team, motivate and inspire them to deliver an outstanding service to the Academy's staff and students.
5. Work with colleagues to drive school improvement and developments within ICT in line with SLT requirements and the School Improvement Plan.
6. Manage and maintain the network system and co-ordinate the efficient operation of all computers and associated equipment within school.
7. Carry out regular performance monitoring to effect early detection of problems and maximise network performance, providing detailed reports and analysis to SLT where appropriate.
8. Ensure there is a robust system recovery process in the event of a serious failure or incident including data backup processes in line with school policy.
9. Manage the ICT asset register and develop and manage a comprehensive ICT replacement plan, in consultation with SLT, within available resources.
10. In liaison with the Director of Business and Finance, to be responsible for the procurement of all ICT related goods and services and the effective management of ICT budget to achieve best value for the Academy.
11. Maintain a comprehensive database of all support requests and provide reports to SLT as required, to include regular customer satisfaction surveys and other agreed KPIs.
12. Publish a summary of agreed KPIs and associated management information for regular reviews with the Assistant Director of ICT & Data, the Academy's SLT and Virtue Technologies Management Team.
13. Manage other members of the ICT Team providing technical support to staff and pupils, allocating jobs accordingly.
14. Create and manage all network user accounts (including remote access), ensuring correct access rights and audit as required.
15. Ensure data stored on the system is current and that out of date data archived.
16. Ensure secure operation of the network maintaining accessibility and convenience for users within the constraints of appropriate security. This to include ensuring the antivirus is kept up to date throughout the Academy and on end user machines and servers, is checked regularly and is working correctly.

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17. Responsible for the design and implementation of changes to the schools ICT software and hardware and liaison with consultants on the specifications of new software / hardware as appropriate.
18. Manage all licensing of software and ensure it is valid and provides appropriate coverage for the number of users.
19. Carry out audits of student and staff internet usage, add filters where necessary and report as appropriate in line with the Academy's policy.
20. Keep up to date with latest developments in hardware/software in education, undertake research as appropriate.
21. Attendance at key events such as, Open Evening and Awards evening.
22. To participate fully in the Academy's performance management process. To demonstrate a commitment to continuous development, identify opportunities for professional development and undertake training opportunities where appropriate.
23. Engage with colleagues across Virtue Technologies to share knowledge and experiences.

Individuals in this role may also:

1. Advise teaching staff on the likely compatibility of new software / hardware, install software / hardware as requested by teaching staff, and maintain a record of all installations carried out.
2. Be required to lift and move heavy items and install bulky equipment and to install cabling in ceilings and roof spaces for which appropriate safety training will be provided.

Additional supporting information

Indicative knowledge, skills and experience

- Experience in all aspects of ICT technical support, ideally with an education background.
- Working at or towards national occupational standards (NOS) for IT Professionals and knowledge / skills equivalent to current national qualifications in ICT Level 4 and / or vendor qualifications for the specific hardware / software used.
- Familiarity with the technologies used within the Academy, which include Microsoft Server, Email and client technologies, VMware, HP network infrastructure and SIMS.

The above sets out the area of work in which duties will generally be focused, and gives an example of the type of duties that the postholder could be asked to carry out. Please note that this is for guidance only. Postholders are expected to be flexible and to operate in different areas of work/carry out different duties as required.

Equal opportunities We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

Health and safety All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must cooperate with us to apply our general statement of health and safety policy.

Safeguarding Commitment We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

Customer Focus We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Prepared by: Will Stead, Head of Operations

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