



Job Title	IT Operations Manager
Location	Oxford High School, with infrequent travel to other GDST sites
Job Purpose	- To be responsible for the management, installation, maintenance, availability and integrity of the Schools IT infrastructure - Manage a team of Technical staff - Ensure the IT systems are Developed in line with the schools requirements for teaching and learning
Accountable to	Assistant Head - eLearning
Staff managed	IT Senior Technician and IT Technician
Accountabilities	Accountable For - The support of Schools IT systems. - Ensuring deadlines are met and delivering to the quality defined by the school - Leading and managing Technical staff - Delegated budgetary management as defined by the school - Implementing and testing new systems or services Key Responsibilities - Support and train staff in their use of IT systems - Ensure incidents are managed and resolved using a service desk tool - Manage performance and professional development of technical team - Manage systems Changes in a structured and documented way - Manage a register of IT Assets - To work with the Trust Central IT team in managing issues escalated to the GDST Service Desk - Ensure appropriate trouble shooting is undertaken and actions documented prior to escalating an incident to the GDST service desk - Ensure IT systems can securely support Teaching, Learning and the Administration of the school - Performance management of Technical staff - Ensure School IT responsibilities are performed in line with the Responsibilities matrix agreed with Trust office - To conduct presentations and compile reports - To be responsible for the management of all IT systems within the school - Ensure all IT schools systems are fully documented - Manage and maintain the backup of the schools electronic data - Ensure the school is compliant with the IT licence requirements - Ensure the schools IT systems are protected from security vulnerabilities and processes are in place that adhere to local and central IT policy - Define and implement IT Procedures for the School - Manage the reliability, performance and availability of the schools IT infrastructure - Manage the implementation of new IT systems and where appropriate work



	with the Trust Central IT team in implementing and testing new systems • Support the delivery in school of centrally managed IT projects • Manage projects in line with an established methodology (i.e. Prince2) • Manage and maintain the schools communications systems • Work with 3rd party suppliers in the resolution of IT faults or the installation of new IT systems • In conjunction with the Trust IT 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 IT 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, development and testing of new products and services to ensure their suitability for the school and compatibility with the GDST infrastructure • Work with educational and administrative stakeholders to help define and IT strategy for the school Decisions made in the course of the Job • Evaluate the impacts and implications of decisions made, and influence the course of action accordingly. • In consultation with the School Head make recommendations on the most appropriate systems to implement to meet the schools strategy and objectives • Evaluate the most appropriate solutions to meet technology requirements • What technology to invest in to support the school and its compatibility with the wider GDST infrastructure • Budget decisions • Decide when escalation to Trust Office IT is appropriate • Supervision Received • Directly to the Assistant Head – eLearning Key Relationships • DFO's, School Business Managers and School Leadership Teams • IT School Leaders • Trust Office Central IT team • 3rd party suppliers • Heads of Department
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	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.
General requirements	All school staff are expected to: Work towards and support the school vision and the current school objectives outlined in the School Development Plan. ▪ Contribute to the school's programme of extra-curricular activities. ▪ Support and contribute to the school's responsibility for safeguarding students. ▪ Work within the school's health and safety policy to ensure a safe working environment for staff, students and visitors ▪ Work within the GDST's Diversity Policy to promote equality of opportunity for all students and staff, both current and prospective. ▪ Maintain high professional standards of attendance, punctuality, appearance, conduct and positive, courteous relations with students, parents and colleagues. ▪ Engage actively in the performance review process. ▪ Adhere to policies as set out in the GDST Council Regulations, Notes of Guidance and GDST circulars. ▪ Undertake other reasonable duties related to the job purpose required from time to time.
Review and Amendment	This job description should be seen as enabling rather than restrictive and will be subject to regular review.



Person Specification

Requirement	Essential	Desirable
Education and Qualifications	• MCSA/MCSE or equivalent , or relevant experience to equivalent level	• Degree level qualification or equivalent • Prince 2 or equivalent • Apple Computers certification • ITIL foundation level
Experience	• A strong IT technical background • Proven experience of server and network infrastructure • Proven experience in the design of IT systems • Experience of managing 3rd party service providers • Experience of diagnosing and resolving technical errors • Experience of implementing technical solutions • Experience of managing a technical team • Expert understanding of IT Hardware and Software • Awareness of project management methodology	• Experience in Project management • Experience of implementing Apple Computer technology in an educational environment • Experience of working in education
Skills and Abilities	• Excellent client facing skills • Strongly task-driven/multi-tasking. • Strategic thinker • Strong educational focus • Attention to detail • Excellent communicator • Customer focused • Excellent oral and written communication skills • Excellent negotiating and influencing skills. • Creative • Analysis skills • Strong verbal reasoning ability • Ability to identify and set key priorities. • Self-motivated.	
Knowledge	• Microsoft Windows Operating Systems • Microsoft Server Operating Systems • Strong Hardware knowledge	• Understanding of Apple technology • Knowledge of school MIS



	• Strong understanding of software applications • Understanding of the latest trends in ICT • Experience of Working with a Service Desk	
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 • 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	• Full UK driving licence