



**KINGSDOWN SCHOOL
JOB DESCRIPTION**

Job Title: ICT SS Systems Manager	Grade: N	Post Number:
	Job Family: Information Technology	Date Prepared: Updated July 2014

Role reports to (Job Title):

Leader of ICT Support Services

Job Purpose: Manage the administration of the network and the support team, ensuring the priorities outlined by the Leader of ICT Support Services are met and the department are tasked appropriately. Manage the administration of the ICT Consultancy and Support Service offered by Kingsdown School.

Key Accountabilities:

1. To identify resource needs and to contribute to the efficient effective use of physical resources.
2. To co-operate with other departments and faculties to ensure a sharing and effective usage of resources to the benefit of the school.
3. Maintaining, developing and integrating all ICT hardware systems (servers, switches, workstations, cabling) including a regular maintenance programme
4. Diagnose and resolve failures in hardware and software and arrange for repairs to be carried out as required
5. Purchasing appropriate hardware and software in consultation with budget holders; dealing with external contractors
6. Ensuring that licensing arrangements are sufficient/appropriate and additional licences are purchased as required
7. Act as SIMS Infrastructure Manager.
8. Management of ICT security (monitoring abuse e.g. Securus)
9. Development of bespoke software to ensure smooth running of the ICT systems
10. Responsible for developing, managing and maintaining back up systems and strategies for all servers
11. Responsible for maintaining adequate virus protection and disaster contingencies
12. Management of technical issues with specialist hardware in Music suite
13. Develop, implement and monitor the schools practices for data protection, internet use, e-mail, security and ICT resource management
14. Develop hardware, software and network solutions throughout the school to meet curriculum and administration needs including implementing emerging technologies as relevant
15. Install and maintain hardware and software (including patches)
16. Offer direction to ICT Technicians when supporting staff and students with user difficulties i.e. forgotten passwords, printer issues
17. Motivate and develop ICT Technicians within the support team to maintain an effective workforce that is able to support the network
18. Line management of the ICT Technicians
19. Undertake formal performance management reviews of members of the ICT Technicians in accordance with the published schedule, including pay progression recommendations where appropriate
20. Ensure that tasking within the support team is appropriate for current priorities and requirements in order to meet deadlines
21. Plan major system changes to minimise disruption to teaching and learning, and

- administrative processes liaising with staff members as required
22. Ensure ICT facilities are kept in a high quality state and comply with appropriate legislation
 23. Overseeing the maintenance of audio-visual and portable electrical equipment and ensuring testing of all such equipment is undertaken annually
 24. Technical overview of all CCTV systems
 25. Ensure cost effectiveness of services
 26. Draw up technical specifications and contact suppliers for quotations in order to enable effective financial planning and decisions
 27. Be aware of specific Health & Safety issues relating to ICT, and implement relevant precautions and routines
 28. Be responsible for the disposal of ICT equipment in accordance with the local procedure and waste management directives
 29. Management of the of consumables budget
 30. Liaise with the school finance team to ensure that the purchasing process adheres to the schools financial procedures
 31. Manage your own time effectively, ensuring all work is completed within deadlines and the ability to prioritise workload
 32. Co-operate with requests from Business Manager, giving assistance where necessary.
 33. Attend identified training sessions to ensure continuously improved supervisory and technical skills.

Job Scope: No & type of jobs Managed: ICT Technician Typical tasks supervised/allocated to others:	Job Scope: Budget: Delegated responsibility for ICT budget within school Assets: Responsible for ICT assets within school
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Knowledge & Experience:

Essential:

- Educated to NVQ 4/first degree level in relevant subject area
- Experience of virtual network management; VLAN, VMware
- Helpdesk support
- Experience in ICT hardware and software
- Good communication skills
- Ability to organise and prioritise work
- Ability to work under pressure and deliver results within deadlines
- Up to date knowledge of new developments in software and hardware
- Knowledge of current ICT legislation
- Flexible and adaptable

Preferred:

- Experience of working with young people
- Relevant IT qualifications e.g. A+, Network +, MCSA, CISCO, CCNA
- Evidence of recent and relevant professional training and development
- Experience and skills in the design and production of web
- Qualifications in IT or related disciplines
- Experience in the use of education software systems, particularly Capita EMS and / or SIMS systems
- Leadership/People Skills

Decision Making:

- Responsible for major decisions concerning maintaining and upgrading the ICT resources within the school
- Allocated work responsibilities within the team to ensure the efficient running of the network

Contacts and Relationships:

- Liaise with the Senior Leadership Team on any network related issues within the school
- Manage the ICT Technicians
- Support and guidance to staff and students within the school on ICT issues
- Build relationships with external agencies to ensure cost effective purchasing and timely implementation of new technologies

Creativity & Innovation:

- Responsible for developing the policies and procedures of the ICT team
- Develop the software and hardware needed for the curriculum and administration within the school
- Resolve failures within the hardware and software devising appropriate fixes

Emotional Demands:

- Works with colleagues and some interaction with groups of students who may sometimes make emotional demands
- Line management

In accordance with the provisions of the Data Protection Act 1998, jobholders should take reasonable care to ensure that personal data is not disclosed outside the School procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the School's written procedures.

The particular duties and responsibilities attached to the post may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and would not of themselves justify the re-evaluation of a post. In cases, however, where a permanent and substantial change in the duties and responsibilities of a post occurs, consistent with a higher level of responsibility, then the post would be eligible for re-evaluation.

This job description is current at the date shown, but, in consultation with the post holder, may be changed to reflect or anticipate changes in the job commensurate with the grade and post title.

Employee Signature:

Print Name:

Date

Line Manager's Signature

Print Name:

Date: