

Greenford High School

ICT Systems Manager

Job Description

Responsible to:

The Assistant Headteacher – ICT Co-ordinator in the first instance.

Purpose of the Post:

Responsible for ensuring the school ICT network functions efficiently and effectively to meet the needs of the school and its users and promote effective learning and teaching throughout the school by the efficient and effective deployment of ICT resources. Contribute to whole school ICT development on the cross platform ICT environment. Organise and supervise the efficient work of the ICT Support Team.

Scale/Hours:

Salary:

circa £37,000 inclusive of London Weighting & Ealing Allowance

Introduction

Greenford High School's strength in ICT has grown year by year and the recent move to brand new school premises under the PFI scheme has provided the opportunity to bring in the 'best of breed' in technology to GHS. With the postholder's plan to move abroad, this post offers an excellent opportunity for the successful candidate to continue the developments in hardware, software and use of ICT which have characterised the school over the last few years.

The school presently has a large network of more than 1300 workstations including 150 laptops with a state of the art data centre having Cisco 6513 core switches, over 14TB of EMC SAN storage, more than 15 physical servers and same number of virtual servers running in a VMWARE ESX Enterprise environment. Our Data centre is based on:

- Dell's 2950 and 1950 server hardware as well as some legacy Intel servers.
- Backup solution is based on disk-disk-tape topology with tape solution on Dell ML6000 (LTO3) tape library.
- All servers run on Windows 2003 SR2 or Debian / Red Hat unix.
- School's network is based on a pure vanilla server side with Novell's Zenworks ver 10 deployed for workstation imaging; remote desktop management as well as application roll out.
- In addition, school's VLE runs on MOSS 2007 (Microsoft Office SharePoint Server) which includes SLK 2007, MS Exchange 2007 and SQL 2005.
- School's management information systems run on Capita's SIMS software.
- School's telephony system runs over the structured cabling with BT ISDN line, Mitel's 3300 ICP VoIP server and IP5212 telephones deployed to the desks.
- School's internet backbone is provided by Synetrix via LGfL network.
- School's website is built and managed in-house.
- JVC provided CCTV solution with about 100 IP cameras and network video recorders.

Greenford High school's campus style premises have 7 buildings and boast an impressive coverage of the whole school with 12 core fibre optic connection to each block from the main comms room. An individual comms rooms for each block and CAT6 structured cabling to the end user device throughout with more than 2500 data outlets. The wireless coverage is provided across the whole school using Cisco Aironet solution.

There are about 22 ICT suites across the school and ICT team is working on expanding this through virtual desktop / thin client technologies. All 90+ teaching rooms are equipped with teacher's workstation, Promethean's Active Board, Epson projectors and Nuvo sound system. All workstations run Windows XP and have a plethora of specific curriculum software installed in addition to Microsoft Office 2007. Printing and scanning facilities are available throughout school. The Learning Resource Centre (Library) has 30 workstations and the Learning Resource Area (for 6th form) has 95 workstations for use by students throughout the school day.

Main Responsibilities

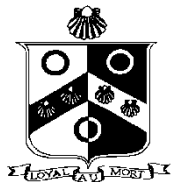
1. To contribute to the distinctive ethos of the school, in all areas of contact and responsibility, in relationships with staff and pupils.
2. To support and follow the policies and procedures set out in the Staff Handbook and as directed by the Governing Body.
3. Membership of the ICT Strategy Group which makes recommendations for strategic ICT development to the leadership team and governors. As a key member of this group provide strategic advice and direction for the implementation of ICT resources required to meet government regulations and requirements.
4. To work collaboratively with suppliers, external support and the LEA to achieve the agreed aims of the school.
5. Line manage the ICT Support Team.
6. To be prepared to appraise junior colleagues. To participate fully in the Schools Performance Management process and to take advantage of opportunities offered for professional development.
7. Ensure secure operation of the network maintaining accessibility and convenience for users within the constraints of appropriate security.
8. Manage the Exchange 2007 and MOSS 2007 servers with appropriate securities in place as these resources are available for users via public internet access.
9. Maintain and manage school's RFID access key card system.
10. Minimise down time and inconvenience to users.
11. Work to achieve best value for money in terms of purchasing and maintaining systems.
12. Maintain an inventory of software and hardware.
13. Develop existing systems and assist in preparation of new applications.
14. Liaise with staff to support curriculum development with appropriate software.
15. Install, configure, test and roll out new software on the network.
16. Ensure software is accessible by appropriate users.
17. Ensuring that software licences are obtained and kept up to date.
18. Provide training in collaboration with the e-learning manager for staff on software applications and use of classroom based hardware.
19. Handle the installation and delivery of new computer equipment on arrival and take appropriate measures to report and record the discrepancies.
20. Ensure efficient deployment of computer hardware around the school in line with school policy and in response to the ICT Co-ordinator.
21. Keep a log of all technical faults via the ICT Help Desk system already in place. Work to improve the auditing and helpdesk.

22. Ensure prompt action for the repair of equipment under warranty or maintenance contract.
23. To evaluate and analyse the ICT resources and infrastructure.
24. To keep abreast of developments in the field of ICT and undertake research as appropriate.
25. Responsible for ICT support budget.
26. Responsible for ensuring that all purchases of ICT equipment comply with School's Finance Policy.
27. To lead in the development and maintenance of the school website.
28. Manage ICT technicians, undertaking their annual review and development interviews
29. Take responsibility for Data Protection issues.
30. Ensure that backups are taken and the tapes are stored securely
31. Be responsible for installation, maintenance and first line repairs of ICT hardware and networks, if necessary recommending repairs by outside contractors or replacement.
32. Advise on availability of ICT equipment, preparing and setting up as required.
33. Ensure that ICT equipment complies with safety standards.
34. Liaise with external suppliers for the repair of equipment still under warranty
35. Ensure anti-virus software has priority roll out and is kept to date.
36. Advise teachers, support staff and students on the use of software and hardware including technical and specialist information.
37. Maintenance, supervision and upgrading of SIMS software for all users.
38. Responsible for site surveys/risk assessment for new projects/installations, coordinating and overseeing installation progress and quality of work.
39. Attending other ICT related Meetings, Fairs and conferences to ensure all systems and resources are up to date and in line with current practices and technologies; advise and support on resulting developments.
40. Carry out, out-of-hours maintenance via remote connection on MIS systems including upgrades and housekeeping to minimise disruption during school work day.
41. Assist with Advert preparation and carry out interview for ICT Technicians as required.
42. Maintenance & supervision of Internet connection between school & ISP
43. Being the first and expert point of contact for ICT related technical and user issues for both internal and external enquiries.
44. Additional duties may include support for IT at special events, such as Parents' Evenings, conferences, Music and Media productions, etc.
45. Undertake any other similar duties as required.

Specific Tasks relevant to the role

General:

This job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so construed. This job description is not necessarily a comprehensive definition of the post. It may, from time to time, be subject to modification or amendment in consultation with the holder of the post and other relevant parties.



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Person Specification

Qualifications & Experience

1. Good GCSEs/GCE A Levels as a minimum and a university degree in computer science or related subject will be an advantage. MCSE, CCNA and other relevant certifications, to manage our state of the art Data Centre.
2. Experience of working in ICT support for a school environment.
3. In-depth knowledge of ICT networks, variety of data centre technologies including routing and switching infrastructure, various server operating, backup, email, antivirus and other server and network management systems.
4. Knowledge of Health and Safety in relation to the use of ICT equipment.

General Commitment

5. In working calmly, carefully and quickly under pressure.
6. In communicating effectively orally and in writing.
7. In dealing courteously and effectively with adolescents and adults.
8. Demonstrate to the satisfaction of the interviewing panel a personal commitment to produce work of the highest quality in a manner to assist the teaching staff to obtain the highest standards of individual pupil achievement regardless of gender, race or class.