

## **ICT MANAGER**

### **JOB DESCRIPTION**

#### **Line of responsibility**

The ICT manager will be directly responsible to the Accounting Officer and reports to the head teachers of the schools with regard to ICT matters to do with their school.

#### **Grading**

Grade 10

#### **Job purpose**

The ICT manager is responsible for:

- Working with their line manager and the senior leadership teams (SLT) to develop and maintain high quality ICT networks and systems, which are regularly reviewed to ensure that the schools' needs are met.
- All aspects of hardware and software including installation, operation, upgrades, repair and replacement.
- Securely maintaining data held on the schools' system/s including archive files and historical data.
- Providing technical advice, training and assistance in ICT-related matters to staff and students.
- The line management of all ICT technicians and any other staff falling under her/his remit including their induction, training and appraisal.
- Ensuring that health and safety requirements and other relevant regulations are in place and adhered to.
- Supporting and encouraging the schools' ethos and its objectives, policies and procedures.

#### **Duties and responsibilities**

Main duties and responsibilities are indicated below. Other duties of an appropriate level and nature may also be required, as directed by the head teacher and their line manager. Please note that the post holder may be required to work outside of normal school working hours for extended school status activities, school events, meetings and emergencies.

#### **Job specification**

##### **Operational**

The post holder shall:

- Establish and maintain good relationships with all students, colleagues and other professionals.
- Organise and monitor the workloads of ICT technicians and any other staff falling under this post holder's remit to meet departmental needs including cover for absences, delegating tasks appropriately.

- Manage and assist in the operation of the schools' information and communication networks, undertaking appropriate repairs as necessary.
- Manage the effective development of the schools' information and communications networks, including supporting with the school websites, in liaison with her/his line manager and the SLT.
- Advise and assist her/his line manager and the SLT on hardware and software issues within the schools including any ICT developments, relevant bids and identification of suppliers.
- Regularly monitor and review the performance of suppliers against contracts and service level agreements, reporting issues to her/his line manager.
- Ensure that only approved and licensed software is purchased or used.
- Assist administrative staff with hardware and software operations as required by her/his line manager.
- Ensure that staff and students have a satisfactory, robust, reliable and secure ICT environment, including backup schemes for the curriculum and administration ICT environments.
- Organise and manage the installation and configuration of hardware and software as required including new releases, testing and training for staff and students.
- Monitor the performance of hardware, software and networks and report as required.
- Identify problems and ensure their prompt resolution, advising her/his line manager of issues, potential improvements and projected developments.
- Manage the maintenance of a log of problems experienced, changes and their resolutions.
- Maintain and update plans and drawings of locations of equipment, switches, cabling etc.
- Co-ordinate the provision of live operational scheduling and monitoring as required, including integrity checking for archive/backup data and other regular housekeeping and maintenance procedures.
- Ensure security of work on the network by maintaining a regular programme of backing-up including incremental backups, setting and monitoring access levels of all users, and ensuring that anti-virus software, systems and procedures are in place.
- Co-ordinate the safe receipt and storage of hardware, software and consumables including any necessary unpacking and installation.
- Manage and maintain accurate and up-to-date inventories and records of all ICT hardware and software on site including signing resources out/in to staff, for example, laptops and digital projectors.
- Manage the checking and re-fitting of toner and cartridges and the carrying out of periodic printer maintenance within the schools such as head cleaning and alignment.
- Ensure that appropriate records and filing systems are maintained and that these are checked on a regular basis.

- Ensure that when data is transferred, it is transferred safely and encrypted where necessary. This includes transfers by Cloud Services and email and the movement of data to another organisation/body.
- Manage stock including ordering, returns, liaising/negotiating with suppliers.
- Manage, in liaison with the line manager and SLT, the project planning of ICT developments by establishing required development/resourcing plans as required.
- Support those with responsibility to ensure that the schools' websites are maintained and updated as required.
- Monitor and manage the use of the Internet within the schools and report issues to their line manager.
- Manage staff and student accounts and where necessary add new members of the school communities, and organise the archiving of user materials from school leavers before removal of their user accounts.
- Support the delivery of INSET programmes for staff and assemblies as required.
- Contribute and participate in staff working groups as required.
- Establish in liaison with their line manager contingency and recovery plans in case of emergencies including power cuts, system faults and equipment damage.

### **Personnel**

The post holder shall:

- Identify training needs of ICT technicians and any other staff falling under their remit and organising appropriate development opportunities in liaison with their line manager.
- Complete appraisals for ICT technicians and any other staff falling under their remit, including the setting of appropriate targets.
- Maintain attendance and training records for ICT technicians and any other staff falling under their remit.
- Be involved in the recruitment of ICT technicians and any other staff falling under their remit when required.

### **Administrative**

The post holder shall:

- Undertake and ensure that all administrative duties, checks, documentation, reports and returns (internal and external) are completed accurately and submitted within required deadlines.
- Collate information, statistics and prepare reports as required by their line manager, the head teacher and the governing board.
- Undertake responsibility for all necessary administration relating to areas within their remit.
- Process, input, extract and analyse information from the schools' system/s as required.

- Comply with data protection regulations.
- Deal with correspondence promptly and as required.
- Manage stocktakes of all resources and equipment and ensure inventories are kept up-to-date.

### **General**

The post holder shall:

- Attend parents' evenings, open days, school events and meetings as required.
- Ensure that financial procedures such as placing purchase orders and authorising invoices for payment are carried out as required.
- Be responsible for the effective management of budgets within their remit and negotiate best value rates with contractors and suppliers.
- Attend relevant meetings and training sessions as required.
- Arrange and provide training sessions for staff to ensure that they are aware of associated procedures and regulations.
- Keep abreast of developments, current initiatives and changes in their field and communicate to staff as appropriate.
- Support the head teacher and their line manager in advising the governing board and its committees as appropriate.
- Implement, in conjunction with appropriate staff and members of the SLT, all health and safety procedures and requirements.
- Seek, consider, and act upon professional support and advice as required and in liaison with their line manager.
- Arrange ICT provision for school and public examinations and tests as required.
- Carry out such other duties as directed by the Accounting Officer and/or head teachers.