

Regional IT Manager

Creative Education Trust



*Creative
Education
Trust*



Dear Colleague

Thank you for your interest in the role of Regional IT Manager based in Norfolk.

Our network consists of eleven secondary and six primary academies in the Midlands and Norfolk plus a central team. Further schools are in the pipeline and our medium-term ambition is to be a trust of 25 schools.

As an academy sponsor, Creative Education Trust is focused on the quality of the educational experience it

provides for its students.

In addition, in joining a growing group of schools, you will have the opportunity to have an impact on how the wider network develops, to collaborate closely with our team and the Chief Operating Officer and to influence Creative Education Trust's ethos and processes.

Those of us who have set up Creative Education Trust come from a wide variety of professional backgrounds in education, academia, business and the creative industries. What unites us is the desire to improve educational prospects and life chances for children who have not always had the schools they deserve, nor had access to the knowledge and skills that will equip them to be successful in the world they will encounter when they leave full-time education.

Our schools pursue a rigorous and continuous programme of educational improvement, but they also aim to provide pupils with a rich programme of co-curricular activities. In addition, our unique Knowledge Connected approach teaches pupils to analyse and understand their curriculum of study through the application of six key concepts, encouraging them to identify and solve problems in practical and creative ways that give them a sense that they can have impact on the world around them.

You can watch a short video on what it means to be part of Creative Education Trust, illustrating our 'Knowledge Connected' approach to learning on our YouTube channel: www.youtube.com/user/creedacad.

Our Senior HR Business Partner, Vanda Roy, would be delighted to discuss this role with you and is available on vanda.roy@creativeeducationtrust.org.uk.

I look forward to receiving your application.

Yours sincerely,
Marc Jordan - CEO

“We are looking for an ambitious, experienced and committed IT Manager”

You can find out more at:
www.creativeeducationtrust.org.uk

ABOUT CREATIVE EDUCATION TRUST



Creative Education Trust inspires and enables young people to build successful lives on foundations of learning, resilience and employability. We believe that a rewarding educational experience and the highest possible qualifications are the best way to ensure social mobility for young people.

Creative Education Trust is a growing multi-academy trust educating over 13,000 children in England. It was established in 2010 to work in England's post-industrial cities and coastal towns: areas of economic disadvantage and with a history of academic underachievement. We transform these schools by integrating a knowledge-rich curriculum with skills and creativity.

Creative Education Trust defines creativity as the ability to find connections between the things we know and turn these connections into new ideas and action. The academic arts and the sciences, practical subjects and life skills all need this creativity, and creativity is valued highly by employers. Our staff and expert advisers use imaginative methods for linking knowledge across subject boundaries, fostering personal development and resilience and developing practical skills that prepare pupils for their transition to adult life and employment.



Our aims for our students are to:

- ★ Raise their attainment in exams and tests through outstanding teaching
- ★ Make them intellectually curious with a sense of confidence
- ★ Increase their participation in HE, FE and apprenticeships
- ★ Ensure they have employable skills and attitudes
- ★ Create rounded individuals through a wide choice of co-curricular activities



We are achieving our aims through:

- ★ Educational rigour
- ★ Organisational effectiveness
- ★ Financial efficiency
- ★ Partnership & recognition of local identity
- ★ Respect for autonomous leadership
- ★ Quality not quantity
- ★ Promoting practical creativity

You can find out more at:
www.creativeeducationtrust.org.uk

REGIONAL IT MANAGER

JOB DESCRIPTION AND PERSON SPECIFICATION

LOCATION

Great Yarmouth, Norfolk

Full time, Permanent

SALARY

£30,000 - £35,000

THE ROLE

Working directly with their nominated academies, the Regional IT Manager will provide leadership for academy IT teams and will ensure that an effective customer focused IT service is being delivered.

The role will interface between the central IT Team and the academies to facilitate a quick resolution of technical issues. The role involves managing budgets, key systems and leading on IT projects.

KEY RESPONSIBILITIES

- Maintain an overview of nominated academy service desks for IT issues:
 - Review incoming tickets, assign and monitor progress
 - Identify patterns where further training and/or changes to systems are required and then take appropriate action
 - Take ownership if issues cannot be dealt with by first and second line team members and when necessary, step in to carry out more junior routine tasks
- Gather monthly data on the work at the service desk to allow ongoing review and improvement.
- Step in as required during busy periods and in the absence of colleagues to ensure that the service desk is covered.
- Escalate any support requests to the appropriate team as necessary and work with the central IT team, 3rd party support providers, and other stakeholders to resolution.
- Ensure the academy IT staff are effectively managed, supported, and developed to maximise the contribution they make.
- Project manage changes within the academy and liaise with other departments and external contractors to ensure successful delivery.
- Plan and execute fixes to underlying systems, updates, patches and other changes that require higher level technical expertise for the academies.
- Provide technical advice & guidance to curriculum leaders and educators within the academies supporting them to deliver an outstanding educational environment in the classroom, using the best technology options appropriately.
- On-going management of local academy IT budgets and contracts, keeping budgets under review and advising on actions to keep within budget.
- Monitor the software licenses in use at their academies to ensure that all software is used legally. Tracks renewal dates where required.
- Develop IT refresh plans in line with academy requirements and Trust IT strategy
- Implementation of IT security improvements in line with Trust standards, best practice and data protection laws.
- Manage any IT systems related to e-safety at the academies, carrying out any changes personally or giving appropriate direction.
- Support investigations as required by the safeguarding team and Principal/Headteacher.
- Close working with the central IT team to support infrastructure elements such as physical & virtual servers and networking devices, thus ensuring the availability and security of the network, data and applications.
- Update documentation on existing systems or create new documentation as changes are made.
- Work closely with the central IT team for the on-going development and support of the Trust's Office 365 tools such as SharePoint, OneDrive and Microsoft Teams for Education.
- Ensure that the Trust's IT policies and procedures are adhered to.
- Procurement of IT services, hardware and software obtaining value for money, suitability and quality.

You can find out more at:

www.creativeeducationtrust.org.uk

- Review routine system checks and routine maintenance to ensure it is in line with the effective operation of systems. Establishes good routines and ensures support is proactive.
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- Ensure inventories for IT hardware and software are maintained.
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- Ensure that computer peripheral equipment such as scanners, printers, touchscreen TVs/whiteboards, projectors, visualisers are maintained and ready for use when required.
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- Provide training, support and guidance to staff as required for software and hardware used by staff and students at the academies.
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- Keep up to date with new technology, advising and recommending where appropriate.
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- Be aware of and comply with policies and procedures relating to safeguarding, child protection, health and safety, security, confidentiality and data protection, reporting all concerns to the appropriate person.
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- Undertake any duties, consistent with this position, which might, from time-to-time, be assigned by the Head of IT, Academy Principal/Headteacher.
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- This job description is not necessarily a comprehensive definition of the post, and the post holder will be required to undertake other duties appropriate to the grade and character of the work as directed.

	ESSENTIAL	DESIRABLE
QUALIFICATIONS	GCSE (or equivalent) including in Maths and English	- Educated to degree level in a relevant field - Relevant Microsoft or similar qualifications to support the technical skills and knowledge required for the role - Knowledge of the ITIL framework or FITS, supported by an ITIL V2 Foundation or FITS Practitioner qualification
EXPERIENCE	- Experience of working within a network/IT support role - Previous management experience - Experience of managing IT budgets - Experience of managing projects and contractors - Experience of administering networks, reviewing system logs, backup/AV checks and general updates - Experience in procuring IT goods and services and securing best value - Experience organising work for self and others in a high-pressure service environment and reliably meeting high expectations - Experience in planning large scale changes to IT systems from initial design and specification through to ongoing support	- Experience of providing IT Support within schools - Experience of working in a multi-site environment
KNOWLEDGE AND TECHNICAL SKILLS	- Managing service requests using helpdesk systems - Good working knowledge of Microsoft Server and desktop Operating Systems - Good understanding of TCP/IP, DNS, DHCP and VPN's - Good knowledge and experience of working with Active Directory and Group Policy objects - Proven knowledge of Server, PC and networking hardware, preferably HP & Dell. - Thorough understanding of general printing, backup, antivirus and security principles.	- Knowledge of Office 365 Apps (Email, SharePoint/OneDrive, Teams, Forms, OneNote) and Office 365 administration - Experience of school based systems & software (SIMS, ParentPay, ParentMail, Classroom Management Tools, Interactive Whiteboard Software) - Working experience of non-windows devices such as Chromebooks, Apple iPads & Macs - Mobile Device Management (MDM) - Practical experience of audio/visual equipment such as Projectors, Interactive Whiteboard, Touchscreen TVs, Visualisers - Knowledge and experience of administering Web Filtering systems, preferably Smoothwall - Knowledge of SCCM – Windows & Application Deployment, Anti-Virus Management - Knowledge of virtual server environments – specifically VMware - Knowledge and experience of managing network switches such as configuring VLANs - Knowledge and experience of supporting VoIP Telephone services

SKILLS AND PERSONAL ATTRIBUTES	• High professional and personal standards in both work and conduct • Strong influencing and negotiation skills • Ability to make sound judgements and decisions • Confident in dealing with all levels of stakeholders • Strong personal drive and willingness to get things done • Good time management • Openness to learning and change • Effective written and oral communication skills • Good interpersonal skills, including the ability to work as a team member, but also having self-motivation when working independently • Ability to convey technical problems to non-technical staff	
EQUAL OPPORTUNITIES	• A demonstrable commitment to supporting and promoting safeguarding, equality and diversity	
OTHER REQUIREMENTS	• Full UK driving license • Have access to a car for work purposes and be able to travel to other sites • Work flexibility and after office hours	
This job description will be reviewed regularly and may be amended according to changing requirements such as responsibility for additional CET Academies, as agreed between the post holder and the Head of IT. Creative Education Trust is committed to safeguarding and promoting the welfare of our children and young people and expects all staff and volunteers to share this commitment. The successful applicant will be required to undertake relevant safeguarding checks in line with Government safer recruitment guidelines.		