



Job Title: **IT Manager**

Pay Scale: **£30,050 (26f) - £33,542 (30f). (Actual salary £27,045- £30,187.80)**

Report to: **Operations Manager**

Hours: **Full time, 37 hours per week. Term time plus 2 weeks (total of 41 working weeks per year)**

Welcome to Global Academy – a unique media school for Year 10 – 13 students in West London that prepares young people for a career in the creative media industry in partnership with **Global** - one of the world's leading media and entertainment groups. Whether it be on-air, via global player or through their outdoor advertising – Global entertain and reach over 50 million individuals across the UK every week. We also work closely with **UAL: London College of Communication**. University of the Arts London (UAL) is a world-leading university for art and design (*ranked second in the world for Art and Design in the 2021 QS World University Rankings®*) and works right alongside the Global Academy team to deliver an amazing educational experience that will set students up for long-term success in the creative industries.

What's it all about?

Our vision is to practically educate our young people to be ready for life in the creative media sector, linking all education through our specialism in broadcast and digital media. Our values are underpinned by our values: Strive, Pride, Simple, Respect and our commitment to crafting everything we do to be the very best it can be. By doing this, we aim to create inquisitive, confident and reflective students who can harness their creativity to progress their own well-being and that of others.

Why work for us?

Global Academy is committed to the welfare of its staff and offers a strong CPD package which allows all staff to share ideas and best practice. Global Academy is a state-funded school based in Hayes with state of the art facilities including 8 radio studios, 2 TV Studios and industry standard editing suites, allowing our students to learn the skills needed to make it in the media and broadcast industry. We work closely with our industry connections to ensure the skills we teach are the ones companies are looking for and our students leave the academy with a network of contacts along with the ability to progress into further education or employment.

What's it all about?

As the IT Manager at the Global Academy, you'll be responsible for supporting our staff and students in the use of all technical equipment within the Academy. You will be the main contact in relation to all technical support contracts and will be responsible for ensuring the academy studios are well maintained.

What will you be doing?

- You'll be the key contact for the academy external ICT, phone and copier support contracts.
- You'll be responsible for the strategic planning and implementation of the Specialist digital resources, including our VLE or similar.
- Line management of the technology support team, including the appraisal cycle.

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- You'll be responsible for ensuring the 20 on-site servers are always maintained and deal with any end-user support requirements.
- You'll ensure that ICT equipment is available and ready to go in busy exam periods
- You'll ensure that asset lists are managed and maintained to accurately reflect the academy equipment.
- You'll lead and manage the Specialist equipment provision to ensure it meets the needs and requirements of everyone using it.
- You'll develop IT policies and ensure compliance with relevant legislation (e.g. Data Protection Act).
- You'll manage the Academy's IT and specialist equipment assets and budget to ensure value for money is delivered and that the resources available meet the needs of the Academy.
- You'll ensure resources for the equipment are always ready and supplies do not run out.
- You'll provide expert knowledge about the resources throughout the Academy.
- You'll be responsible for the line management of Technicians within the Academy, making sure all aspects of IT and equipment support run smoothly.
- You'll deliver training and support for all staff and students across the Academy on all elements of IT and specialist equipment.
- You'll be on hand to instruct students on the elements of the specialist equipment.
- You'll work with our sponsor and academy staff to ensure the academy delivers an up to date technical curriculum.
- You'll work with various different software within the academy, including but not limited to; Microsoft Office 365 Suite, Adobe, CPOMS, Kantech and Arbor (a full list of software used by the academy is attached as an appendix).

What we expect from you:

- You'll have experience of providing similar support, prioritising and responding to requests for help and advice.
- You'll be confident in communicating with senior staff and making recommendations to them.
- You'll have the ability to relate well to students and staff alike.
- You'll be a strong team player with the best interests of our young people at the heart of everything you do.
- You'll be able to think on your feet and deal with any issues that may arise in a positive and systematic manner.
- You'll need to be able to communicate effectively both verbally and in written form.
- You'll support the vision of the Global Academy.

Our Industry Equipment & IT Manager may need to perform additional duties from time to time and the responsibilities may vary but this won't change the general character of the duties or the level of responsibility entailed.

The Academy is committed to safeguarding and promoting the welfare of the children and young people in the Academy and expects all staff to share this commitment. The position is subject to an enhanced DBS disclosure. All staff at the Global Academy are expected to abide by the staff code.

Qualifications

Level 2 qualifications in English and Maths	✓		A
Professional ICT qualifications		✓	A

Experience

Relevant experience in ICT Management	✓		A
Experience of working in a school environment		✓	A
Experience of managing people		✓	A
Experience of successfully undertaking ICT projects	✓		A,I

Knowledge and skills

To be able to manage and prioritise your own workload, responding to the needs of the academy	✓		A,I
Communicate effectively as part of a large team	✓		A
Lead on training and supporting staff and students	✓		A,I
Knowledge of the importance of data protection, confidentiality and GDPR in relation to ICT within a school environment		✓	I
Knowledge of software packages as outlined in appendix A		✓	I
To be able to trouble-shoot and problem solve under pressure	✓		A,I
Understanding of the wider safeguarding agenda in relation to working with young people	✓		A,I



Appendix A | Full list of software used at Global Academy:

- Windows Active Directory
- Windows HyperV Platform
- SCCM
- DHCP
- Group Policy
- Microsoft Office 2019 Professional Plus
- Microsoft Office 365 Suite (including Onedrive, Sharepoint & Teams)
- Microsoft Azure
- Adobe Creative Cloud
- Avid Pro Tools
- Canvas VLE
- Parent Pay
- Arbor (School Management System)
- Capita SIMS FMS
- CPOMS
- Jamf MDM
- Kantech access control software
- SISO (Room & Resource Booking)

Appendix B | Full list of hardware used by Global Academy

- Fully Dell house
- Dell PowerEdge R630 Servers
- Dell SonicWall
- Dell N Series Switches
- Dell SCv2020, Dell SC120 compellent storage arrays
- QNAP & QSAN backup arrays
- A range of UPS's
- 350 Windows based Desktops across site
- 60 Windows based Laptops (with VPN Direct Access when remote)
- 30 Mac OS based Desktops
- 20 Managed Apple iPad Tablets
- 10 Managed Staff Apple iPhones
- 25 CISCO VoIP telephones
- 30 Epsom Interactive Projectors
- 1 Clevertouch display
- 6 Digital displays across site with Brightsign players
- 2 MFD Ricoh Photocopiers with Papercut embedded
- 5 Ricoh Office Printers
- 35 CCTV Cameras over 3 NVRs
- Management of Specialist Equipment Rooms - 2 x TV Studios, 8 x Radio Studios, 2 x Music Studios, 2 x Visual Edit Booths.