St Ursula's Convent School

A Humanities College and Teaching School

JOB DESCRIPTION: **IT Provision Manager**

Monitor and act accordingly to the IT needs and requirements of staff and students at St Ursula's Convent School. Maintaining and improve the teaching and learning through the use of IT, the IT provision manager will work closely with the IT Network Manager and Digital Curriculum Lead in achieving these goals.

Reporting to:	Head of Curriculum & Assessment
Hours:	35 hours per week, full time Normal work pattern, Monday – Friday 08:00-16:00
Grade (depending on experience):	Scale 5–Scale 6
Salary (depending on experience):	From £23,281 + London weighting £1,856 = **£25,137** To £27,136 + London weighting £1,856 = **£28,992**

Main Duties

The IT provision manager will be responsible for the first line response to tickets on the school IT service desk. They will work closely with the network manager and digital curriculum lead ensuring the progressive use of IT within the school.

- Manage the school's Office 365 and Google Suite environment. Ensuring accounts are accessible and have access to the required shared drives and groups
- Upgrading the school MIS system (SIMS/FMS)
- Classroom audio and visual support (Projectors and Interactive Screens)
- Printer management (PaperCut)
- Hardware repairs and replacement (Windows PC's, Chromebook, and iPads)
- Install any locally required software
- Reimage school devices (MDT)
- Basic VoIP changes such as name changes and holiday messages
- Escalating tickets for additional support
- Distribution of staff and student accounts (Salamander)
- Distribute staff Identification Badges (Paxton and Inventry)
- Proactively and routinely check classrooms and equipment are ready to be used
- Relocate office/classroom IT equipment as and when moves are required
- Maintain the asset register for IT devices (Parago)
- Manage the deployment of IT devices around school
- Manage and update the school's IT contracts and licenses
- To support the staff in training which will help their knowledge and use of IT within the school
- To act accordingly and respond quickly to any abuse to the IT infrastructure, reporting both to Covue IT and the school contact
- In dealing with members of the school community to be mindful of the school's Catholic ethos and its Equal Opportunities policies

- In discharging the duties of the post have regard to the provision of the Health and Safety at work legislation
- Carry out any other duties commensurate with the role and grade of this post

All job descriptions are subject to review and modification according to changing needs and circumstances
Normal work pattern subject to change to meet the needs of the school

ST URSULA'S CONVENT SCHOOL PERSON SPECIFICATION	**IT Provision Manager**	
	Essential	Desirable
Qualifications / Training	• Good general standard of education • Good numeracy / literacy / ICT skills (GCSE grade C or above or equivalent) • IT technical qualifications	• Safeguard training
Specific Skills, Experience and Knowledge	• Experience of providing high quality 1st line technical support • Experience supporting & maintaining with Internet filtering systems & firewalls • Experience supporting AV equipment e.g. projectors, whiteboards, touch panels, and simple audio systems • Experience working with systems management systems • Experience working with network switches, routers and managed wireless systems • Experience of supporting and configuring cloud systems such as Microsoft Office 365 and Google Workspace for Education • Experience of setting up and maintaining devices • Appreciation of how ICT can be used to support learning both the classroom setting and in independent leaning • Troubleshooting skills, backed by a clear, analytical approach to problem solving • Excellent organisational skills • Ability to prioritise workload and to work to, and meet, deadlines • Ability to problem solve	• Working knowledge of educational software and systems • Experience of working with and Google Workspace for Education and Chromebooks • Experience of working with a helpdesk system

	• Ability to work accurately under pressure in a very busy environment and adapt quickly and effectively to changing circumstances/situations. • An ability to use own initiative, work independently and also as part of a team • Knowledge and awareness of the importance of confidentiality and data protection • An understanding of the ethos of a school	
Personal Qualities	• Excellent record of punctuality and attendance • Good interpersonal skills with children and adults. • Smart professional appearance • Discreet and confidential manner • Motivated, enthusiastic and flexible • Effective time management skills • Awareness and commitment to equality and diversity, health and safety and safeguarding. • Supportive of the School's Catholic Ethos	• Desire and potential to progress to further promotion