

JOB TITLE:	ICT Support Manager
LOCATION:	Based at Matthew Arnold School, with travel to other trust school sites if required
REPORTING TO:	School Business Manager
WEEKS:	52 weeks per annum, 29 days annual leave p.a.
HOURS:	Normal working hours per week will be 37 hours, Monday to Friday with 20 minutes for lunch.
SALARY:	Grade 11, £33,799 -£36,876 pa

Role Overview

The IT Support Manager has overall responsibility for the ICT service, systems, security, and ICT staff across the School. They will work with the school's Leadership Team and staff to design, maintain and deliver safe, effective ICT systems for the school. They should review areas of improvement and make recommendations to the Senior Leadership Team. The successful candidate will be responsible for scoping and capturing requirements for IT projects. As part of their remit the candidate will need to lead on regularly engaging with key stakeholders and users to determine IT requirement. They will be the direct line manager for junior staff within the department. They will work with colleagues in other Trust schools where necessary.

Service Duties

- Managing and developing the ICT service delivery (incidents and service requests) across the School, in line with its educational objectives.
- Ensuring the IT support team have a clear understanding of service expectations and a high-quality service is provided to all users.
- Developing, embedding and managing consistent working practices including proactive ICT support and root cause analysis.
- Providing first, second, and third-line support.
- Managing the resolution of ICT issues that have been escalated and escalating to the Business Manager as required.
- Where appropriate, troubleshooting and implementing a root fix for calls that have been escalated.
- Managing and reviewing the operational and contractual relationship with third party suppliers. Where required outsourcing support to specialist third party companies.
- Providing regular updates (including monthly reports) to the Business Manager.
- Providing out of hours support for scheduled and emergency scenarios.
- The creation and maintenance of documentation, including policies, processes and procedures. Where appropriate this can be delegated to other members of the IT team, but quality managed.
- To ensure that legal and contractual obligations relating to ICT resources, systems and services are met
- Following school procedures, purchase consumables and other IT supplies within authorised limits

Development Duties

- Liaising with users to specify their requirements and implement appropriate changes and where appropriate new systems.
- Leading on developing the school's systems and services in line with legal obligations and operational needs.
- Regularly reviewing the school's ICT and providing recommendations on suitable improvements.
- Providing regular communication to users on ICT matters.
- Planning major developments of the ICT service and project manage their implementation.
- Maintain an overall view of the capabilities of the school's ICT service and contribute to continuous improvement to meet future needs.
- Planning and implementing systems change and project work in line with the needs of the school. This may include areas such as scope, design, implementation, test, and handover.
- Support the full range of financial planning for ICT with the Business Manager, including the procurement of larger orders, and help to estimate future budget requirements based on user requirements and the school's needs.

Systems Duties

- Responsible for the school's ICT systems, including their integrity, security, maintenance, availability and reliability.
- Implementing solutions for recurring service issues that could be resolved by further development or improvements to the systems.
- Delivering handover training to the IT team on any system changes or developments which will impact their day to day role.
- Working with third party suppliers to technically scope, assure and implement new systems, enhance or fix existing systems.
- Design and implement network infrastructure to meet the school's requirements.
- Responsible for the technical oversight of the school's website.
- Assess risks and develop recovery procedures for key ICT systems; identify failing systems and suggest solutions.
- Responsible for the development and regular use of a proactive maintenance schedule.
- Responsible for ensuring ICT is designed in a way that helps adhere to security standards (including cyber), legal requirements and statutory obligations (including data).

General responsibilities

- Comply with, and assist with the development of, Acer Trust and school policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person
- Be aware of and support difference and ensure equal opportunities for all
- Contribute to the overall ethos/work/aims of the school and the Trust
- Provide training to staff
- Establish constructive relationships and communicate with other professionals and agents of organisations beyond the school
- Lead, attend and participate in regular meetings as required
- Participate in training and other learning activities and performance development as required
- Undertake appropriate and regular training and development to maintain knowledge and improve practice.
- The post holder will be expected to carry out such other duties as reasonably correspond to the general character of the post and are commensurate with its level of responsibility.

The above duties may involve having access to information of a confidential nature, which may be covered by the Data Protection Act or other regulation/legislation. Confidentiality must be maintained at all times.

Health and Safety

- Ensure basic safety checks are carried out.
- Follow relevant H&S procedures and raise awareness among staff, pupils and other users.
- Advise other staff of H&S aspects of proposed developments.
- Develop relevant H&S procedures in consultation with the Site Manager and ensure that all ICT users follow appropriate practice.

Person Specification

The successful candidate will have the following qualities and experience:

Education/experience:

- Substantial experience in school's network and ICT management, including managing staff
- Relevant qualifications (at least to Level 3 i.e. A-Levels) and/or five years' relevant experience.
- Knowledge of Health and Safety regulations relating to ICT and schools
- Managing technical implementation of systems development work including project management
- Experience of formulating and managing planned maintenance activities
- Previous experience of managing contractors
- A wide range of mobile technology systems and services
- Managing Windows networks and G-Suite
- Developing and maintaining virtualisation technologies
- Active Directory, DNS, AD, DHCP, print management
- Thorough knowledge of current best practice, products and statutory requirements
- Maintaining services to users such as filtered web access, data storage and retrieval, networked printing and photocopying, email services and various software packages
- Cloud technologies for emails, calendars, data storage and collaboration

Skills and Aptitudes

Able to:

- Identify and meet the needs of both internal and external customers in order to deliver a high-quality service
- Analyse issues, make informed judgments, take appropriate action and accept responsibility for results
- Discuss and explain technical issues to non-technical stakeholders
- Adjust and adapt working practices to accommodate requirement changes
- Assign work to others, whilst supporting and empowering them to undertake tasks at the same time maintaining accountability
- Ability to effectively and efficiently organise time and resources to complete work accurately, thoroughly, and on time
- Provide direction and coaching to others to enable achievement of objectives
- Identify and meet the needs of all key stakeholders in order to deliver a high-quality service
- An ability to communicate efficiently and confidently to both staff and students
- Take a long-term view and develop successful strategies through effective planning
- Learn new technologies outside of traditional practice based on the strategic requirements
- Track, review and assess new and evolving hardware technologies and make recommendations on how they should be incorporated into the school (where appropriate)
- An ability to adapt successfully to changing circumstances, identify fresh approaches and question traditional approaches and assumptions
- Be prepared to work unusual hours on occasions in cases of operational necessity
- Possess a full clean driving licence and have use of a vehicle for business purposes and appropriate insurance

“The Acer Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment”
