



IT Manager

KINDNESS HONESTY RESPECT

IT MANAGER

FULL TIME: 37 hours per week

All year round

Required: As soon as possible

Payscale: SO1 - SO2 (depending on experience)

£27,741 - £32,234

The Principal and Governors of this highly successful, oversubscribed 11-16 college are seeking to appoint an IT Manager. This individual will be responsible for the management of UCC's systems (including mission critical systems) and to lead and support the IT Services team in the provision of these services.

We are looking for an individual who has:

- Good planning skills and an ability to lead the developmental process;
- The ability to help users, support IT Services technicians, and troubleshoot daily tasks;
- Exceptional organisational skills and the ability to work under pressure and to respond to rapidly changing priorities and demands at peak times of the year;
- The ability to work collaboratively to secure the best outcomes for all students.

If you would like to be considered to join Team UCC we will need:

- An application form;
- A letter of application, to the Principal Ben Solly, in which you should identify how your skills and experiences will enable you to succeed at UCC.

Completed applications should be sent to Kim Stuart-Jones (HR & Payroll Officer) via email: stuartjones_k@ucc.rutland.sch.uk

Further details about Uppingham Community College can be found on our website: www.uppinghamcollege.org.uk

For any further questions please contact: Kim Stuart-Jones (HR & Payroll Officer)
stuartjones_k@ucc.rutland.sch.uk

Closing Date: Tuesday 1st February 2022 at 9am.

The College is committed to safeguarding and promoting the welfare of children and all posts are subject to DBS checks.

WELCOME FROM THE PRINCIPAL

Thank you for your interest in the IT Manager vacancy at Uppingham Community College. This is a fantastic opportunity to join a successful, happy and aspirational school. At UCC we have an exceptionally talented group of professionals who work in a positive, collegiate manner to provide our students with an inspirational learning experience.

Our key values as a school community are Respect, Honesty and Kindness. Everything we do is based upon these simple core principles. We are committed to the highest standards of education and have invested in staff, facilities and resources to ensure all of our students acquire the knowledge and skills required to succeed in an ever-changing world.

We offer a broad and balanced curriculum which meets the needs of each individual and we continually focus on developing teaching and learning by focussing on educational research and investing in staff development. As teachers, leaders and as parents ourselves, we understand the importance of young people feeling safe and happy at school. We work tremendously hard to ensure the environment at UCC is welcoming, positive, safe and focussed on learning. We are relentlessly aspirational for our students and we want them to achieve the highest possible standards of academic excellence, alongside becoming amazing young adults.

As a school, we are very committed to developing our staff. I firmly believe that in order for our young people to flourish we must invest in the development of our staff so they can thrive professionally and provide an excellent education for our students. We are determined to provide a working environment for our staff in which workload is manageable, job satisfaction is high and where we are focussed on the aspects of school life that make the biggest difference in the lives of our young people.

We are a school that has excellent staff attendance and retention levels. Consequently, our staff turnover is very low and recruitment opportunities are quite rare. Therefore, this is an exciting opportunity to join a fantastic school, work within a great team and teach a superb group of young people.

Uppingham Community College is a wonderful place to learn and to work! I look forward to receiving your application.

Ben Solly
Principal

JOB DESCRIPTION - IT MANAGER

Job purpose

To be responsible for the management of UCC's systems (including mission critical systems) and to lead and support the IT Services team in the provision of these services. Implement, review, and improve service provision based on requirements. Support the Director of IT in delivery of the Whole School IT Strategy.

The postholder is responsible to the:

- Principal in all matters;
- Director of IT;
- Appointed Senior Leaders or the governors in the Principal's absence

The postholder provide support as required to:

Support staff, teaching staff, parents, students and governors.

Personal characteristics:

The IT Manager is a pivotal role at UCC. The postholder must be a role model to students and colleagues, and consistently embody the College values of Kindness, Respect and Honesty, alongside the following key personal characteristics:

- Integrity
- Positivity
- Self-awareness
- Empathy
- Resilience

The IT Manager must also be:

- Accurate
- Analytical
- Self-motivated
- Solution focussed
- Organised
- Reliable

Specific responsibilities for this post:

UCC staff expectations:

- Consistently demonstrate the UCC core values Respect, Honesty and Kindness
- Demonstrate a positive, 'can-do' attitude
- Through your work in the department and the wider school, contribute towards establishing the conditions in which everyone at UCC can thrive
- Take professional pride in performing all aspects of your role to a consistently high standard
- Follow all UCC policies accurately

Safeguarding:

To uphold the College's Staff Code of Conduct and policies in respect of child protection and safeguarding matters;

Collaborating with colleagues:

- Promote a creative and collaborative working environment
- Create, maintain and enhance effective relationships
- Ensure a working environment which pays due regard to health and safety requirements

IT Manager responsibilities:

- Co-ordinate and manage the IT Services team and associated operations.
- Use the IT Services Helpdesk software to monitor, adapt and report on service provision.
- Lead response on high-priority incidents.
- Support the team through transition to any new systems.
- Locate new hardware, software and services as needs are identified.
- Ensure appropriate web filters and blocks are in place.
- Oversee ongoing use of and addition to the asset register.
- Maintain and adapt the equipment replacement schedule.

- Provide training and support for staff as required.
- Support technicians in the setup, maintenance, repair, and upgrade of technology.
- Monitor and maintain firewall services.
- Manage maintenance and support contracts.
- Ensure user compliance as per policies and procedures.
- Ensure systems and procedure comply with data protection regulations.
- Identify the need for and plan the programme of systems maintenance and upgrades.
- Implement network systems to meet the needs of the College.
- Oversee technicians in software imaging and deployment practice.
- Prepare and build workstations to the required locations on the network.
- Maintain, manage, and monitor the wireless network across the site.
- Setting up or delegation of UCC smart devices as appropriate.
- Ensure all exam processes related to IT Services are followed.
- Setup, maintain and manage the provision of printers across the site.
- Report data from systems including print management and other tools.
- Maintain backup systems including associated hardware and software.
- Oversee backup/restoration to and from tape/disk and associated procedures.
- Oversee the Installation and maintenance of all classroom technology.
- Assist technicians as required to resolve issues with audio-visual equipment.
- Implement and maintain network infrastructure.
- Monitor network throughput and quality.
- Oversee all operations and ensure mission critical services are protected.
- Manage and monitor the support being provided by the IT Services team.

Generic Responsibilities

- Support the aims, ethos, vision and policies of the College;
- Develop positive working relationships across the College;
- Promote a creative and collaborative working environment;
- Create, maintain and enhance effective relationships with all stakeholders;
- Ensure a working environment which pays due regard to health and safety requirements;
- Keep ICT skills updated to ensure effective use of technology;
- Demonstrate commitment to own professional development;
- To uphold the College's Staff Code of Conduct and policies in respect of child protection and safeguarding matters;
- Undertake and participate in training, coaching and general guidance with/for other staff;
- The post holder may be required to perform any other reasonable tasks commensurate with the grade of the post;
- The Principal may allocate additional responsibilities to this job description, in consultation with the post holder and in line with the UCC Workload and Wellbeing Charter.

The post is subject to compliance with:

College policies and guidelines and College organisation.

Common core of skills and knowledge for the children's workforce.

The duties and responsibilities detailed within the job description should be supplemented by those accountabilities, roles and responsibilities common to all members of Uppingham Community College.

PERSON SPECIFICATION - IT MANAGER

Qualifications:

Essential:

Educated to degree level or extensive industry experience

Experience:

Essential:

- 5+ years in IT support
- Maintenance and support of a network including:
 - o Microsoft Windows servers
 - o Infrastructure
 - o A range of client devices
- Responsibility for data across a range of systems including backup
- Ability to follow, document and maintain procedures
- Installing, patching, and testing of software - remotely where possible
- Ability to help users, support IT Services technicians, and troubleshoot daily tasks
- Evidence of supporting professional development
- VMware
- BackupExec
- Smoothwall

Desirable:

- Knowledge of Azure and Office365
- Management and implementation of cloud based services
- Relevant and up to date experience of the IT industry

Personal Competencies:

Essential:

- To be able to lead the IT Services team
- Ability and willingness to adapt
- Have high quality inter-personal skills and an ability to find negotiated solutions issues.
- Good planning skills and an ability to lead the developmental process.
- Demonstrate practical knowledge and problem solving strategies
- Keep up-to-date with new developments in hardware and software.