



LEARNING
ACADEMIES TRUST

IT MANAGER RECRUITMENT PACK

BELIEVE YOU CAN, TOGETHER WE WILL

 www.learningat.uk  01752 938028  info@learningat.uk



About the Learning Academies Trust

The Learning Academies Trust was originally formed by three Plymouth primary schools in November 2016 and has grown from there. In terms of pupil numbers, the Trust is now the largest primary school MAT, or Multi Academy Trust in the city of Plymouth with plans on the horizon to grow.

The Learning Academies Trust is a family of schools dedicated to delivering outstanding education to all our children, whatever their starting point or background. Our Trust holds three core beliefs at the centre of the work we do:



Every child in our Trust deserves an outstanding education



Schools work best when they work together



Every school is unique

All of our schools are committed to the following values:

**Together we
will...**

Aim to develop our children
as responsible rounded
citizens

Not let social disadvantage
be an obstacle to success

Develop our children's love
of enquiry and
perseverance to become
life-long learners



Provide a rich and
stimulating curriculum which
is broad and balanced

Establish an inspirational
environment in every
classroom

Work hard every day to be
'outstanding' in everything
we do

Strive for the highest
academic standards

We know that with great leadership, inspirational teaching, caring pastoral support and hard work, every child in every one of our schools can succeed. By joining our Trust, you will become part of an inspiring group of people, committed to shaping a great future for our city's children.

The Learning Academies Trust is comprised of 9 Primary Schools across the city of Plymouth and delivers exceptional education to approximately 3400 children and employs over 600 members of staff. Each school has a unique identity and set of values but are joined together in their aspirations for their communities. For more information about the Trust, our schools and what we do, check out our website www.learningat.uk

A message from our Chair of the Trust Board...



Mr John Butcher

Thank you for showing interest in joining the Learning Academies Trust. We are proud of our achievements to date and our recognition as a truly collaborative and united partnership of Plymouth primary schools. It is our aim to support our schools with expert advice from a central team of experts covering estates, IT, finance and HR. Furthermore, our school improvement offer demonstrates a shared, supportive understanding of curriculum delivery that meets the needs of our young people.

The LAT believes that strong communication between the strategic direction provided by the Trust Board and its local governing bodies is also significant in establishing a coherent and shared vision with common values embedded in our practice. I truly hope you will want to explore this exciting professional opportunity and we would be delighted to share our offer with you during the application process.

A message from our CEO...



Mr Simon Spry

This is an exciting time to be considering a career with us at the Learning Academies Trust. As a Primary phase family of local schools with continued growth plans, we have high expectations to deliver the very best for our children.

If you are passionate about working with us and the children in our schools, we'd love to hear from you. Information about the role and the school you are applying for are detailed in this pack and for wider Trust wide news and information, please check out our website or Twitter feed @learningatceo.

If you would like any further information or a conversation about the Trust, then there is no better way than to do this in person.

Please contact our Trust HR Team to arrange a time to talk hr@learningat.uk

About Learning Academies Trust

CEO: Mr Simon Spry

Location: Salisbury Road, St Judes, Plymouth, PL4 8QZ

Approximate number of pupils: 3400

Approximate number of staff: 600

IT MANAGER JOB DESCRIPTION

Job Title	IT Manager
Location	Multiple school sites. Main office at Salisbury Road Primary School
Responsible to	IT Operations Manager
Job Type	Permanent
Salary FTE	Grade G - Grade H
Actual Annual Salary	£30,984 - £38,553 (dependent on experience)
Hours/weeks	37 Hours per week / 52 Weeks per year
Closing Date	9am Friday 12 August 2022
Interview Date	W/C 15 th August 2022
Start Date	As soon as possible.

About our ICT vision

Learning Academies Trust is comprised of nine primary schools across the city of Plymouth and delivers exceptional education to approximately 3400 children and employs over 600 members of staff. We have a specialist centralised ICT team to provide support and deliver a continuous programme of improvements and modernisation across all nine schools. In this role you will join our existing team to provide capacity to our service desk and operations.

Since the amalgamation of our schools, we have identified significant challenges across the entire ICT estate and have been implementing several measures to mitigate risks, improve our operational procedures, and modernise the ICT facilities. We already have a centralised service desk for technical support, and we aim to provide a unified computing infrastructure to deliver an efficient, collaborative, secure, sustainable, and scalable facility to our schools.

Having delivered a detailed plan to key stakeholders, we have an ICT strategic plan and five-year budget in place that provides the necessary investments to improve and modernise our infrastructure and services. We have already made significant progress and remain, for the

most part, on target with our planned upgrades. In this new role, you will play a key part of the team that helps to further develop our plans, our services, and our infrastructure.

You can take a detailed look at our services and strategic plan here

<https://www.learningat.uk/ict/>.

Where our ICT facilities are currently

At the time of writing this advert, we have made significant progress in centralising our infrastructure across the trust with eight schools onboarded and High View (who joined the trust earlier this month) left to onboard. From a technical perspective, here are some of the following systems that are currently in place:

- Microsoft 365 with all users (8 of 9 schools) hosted in our central tenancy.
- Microsoft A5 licensing for additional security, compliance, and telephony benefits.
- All user and shared data hosted within Onedrive and Sharepoint.
- Hybrid AAD join with local AD for 802.11x authentication and local server management.
- 1Gbps primary connectivity with 100Mbps redundancy at each site.
- Smoothwall hardware appliances with cloud filtering and safeguarding modules.
- Aruba Central and Aruba/HPE networking equipment.
- Centralised print server with PaperCut MF on all MFPs.
- New rolling programme in progress for every single piece of hardware.
- All iOS devices enrolled in Intune MEM.
- 3 of 9 schools' Windows devices enrolled in Intune MEM, remaining local AD devices are being migrated over Summer.
- Utilising FreshService for ITSM and PRTG for monitoring.
- Rest API access to student MIS systems for orchestration and automation.

Our current priorities are to complete the remaining significant centralisation projects:

- Migration of all telephony to SIP with a centralised PBX solution (or the possibility to use Teams telephony).
- Migration of all remaining devices to Intune MEM.
- Installation of new hypervisor hosts and SAN and retiring legacy services and server hardware.
 - o Centralised HA server solution for entire trust with DR at a secondary site.

The future of our ICT facilities

As we aim to improve our service, the next phase is to improve our documentation, operational processes, and security posture. There is a significant amount of work we would like to undertake to ensure we are following best practices, improving the documentation of

knowledge, tidying our current environment, and aiming to achieve full compliance with Cyber Essentials and other relevant regulations.

In addition, we have recently taken on High View School and will be working to onboard them to our central solution by the end of this calendar year. However, most significantly we are in several early discussions that could see our trust rapidly grow from nine to eighteen schools. If this prospective growth is approved, your role will be crucial in supporting the IT Operations Manager with onboarding and managing 18 different schools with roughly 7,000 users.

Job overview

We're looking for an individual excited to join our team and make a positive impact on how we can utilise technology in education and provide a secure, collaborative, and compliant infrastructure to our schools. We're excited to be using modern systems with a mixture of cloud and hybrid technologies to provide an effective solution and want you to be equally engaged and excited with this opportunity. We're also investing in our technology to ensure our staff and students have access to appropriate resources that improve the outcomes and experience of all involved.

We're about honesty in this role and want to be open with you. Is the current network and documentation in a perfect condition? Not currently. However, this is where you can help make a difference and shape how we move forward. There is plenty of work to get stuck into and help us on our journey to improve our operational procedures, documentation, compliance, and implementation of services. We've been working hard over the last few years to tidy up eight individual undocumented and semi-functioning networks into a single unified infrastructure. Now we need to take it to the next level, and you can work with our IT Operations Manager to help us improve our IT overall services and infrastructure.

This job description outlines the duties required of this post to indicate the level of commitment and responsibilities expected. It is not a comprehensive or exclusive list and duties may be varied from time to time which does not change the general character of the job or the level of responsibility.

Job expectation

This role is crucial to enable the successful delivery of our strategic plan and provide capacity to the overall operation of our technical services. Working with the IT Operations Manager, you will be required to provide high-level technical expertise to aid with the implementation, documentation, and operation of our facilities and technical support services. You will provide an escalation route for our existing technicians and will be responsible for monitoring our service desk to ensure all tickets are resolved in a prompt and appropriate manner.

This opportunity will provide a varied, complex, challenging, and rewarding working environment. Our central team are dedicated to providing a high-quality and professional service for our schools and you will be working with a technical team that requires a high level of cooperation, trust, and integrity. As part of your role, you will also be working closely with key management personnel, as well as providing your technical expertise to staff and across the whole trust.

Our key priority for this role is reducing an internal risk by providing redundancy to our IT Operations Manager should he be unavailable. You will be required to manage and maintain normal operations and assist with the delivery of various projects across the trust. You will also have joint responsibility for executing the disaster recovery or cyber incident response plan in the event of an emergency. You don't have a direct line management responsibility of our team, however you will provide a team leader role to our technicians and guiding them in their day-to-day support of our infrastructure and services.

Key Roles and Responsibilities

Incident and request management

- Oversee the management of our service desk to ensure all incidents and requests are appropriately logged, prioritised, and actioned.
- Respond to ticket escalations from our technicians and provide support to resolve all other outstanding incidents and requests from our service desk.
- Monitor and resolve technical issues and identify strategies to that can improve the efficiency and productivity of our infrastructure and services.
- Collaborate with our IT Operations Manager to implement and maintain a Service Level Agreement that ensures our schools receives value from of our services.

Change management

- Collaborate with our IT Operations Manager to design and implement a change management policy and process that ensures all changes are planned, reviewed, and implemented in a safe and controlled manner.
- Where necessary, participate in meetings with key stakeholders to discuss high risk or high impact changes.
- Develop and deliver appropriate communication and training materials for any change that will impact a user's environment or workflow.

Knowledge management

- Contribute to the self-help guidance and training materials available in the technical support portal for our users, ensuring all articles conform to a standard and are regularly reviewed for accuracy.
- Capture and maintain technical documentation for all systems and processes within our technical knowledge wiki. Review this documentation to ensure stored information is accurate.

Asset and configuration management

- Maintain the asset and configuration database to ensure an accurate record of all hardware and software. Ensure that administration of the acquisition, storage, distribution, and disposal of assets is carried out.
- Use our asset management system to record the loan and return of assets, ensuring all equipment can be tracked and managed effectively.

Technical management

- Plan, install, maintain, and support our technical infrastructure and services across all sites in our trust. This will include both remote and onsite technical support and installations.
- Proactively respond to alerts presented from our technical systems including system logs, service health pages, and our PRTG monitoring tool.
- Support our migration of all legacy infrastructure into our new hybrid infrastructure in accordance with current and future projects specified within the ICT strategic plan.
- Help to improve the security posture of our infrastructure and services to mitigate cyber security risks. Tighten up existing controls and alert management should you find any serious risks that needs addressing.
- Using your technical expertise and experience, challenge any operational decisions if you feel there is an alternative method that is more efficient or effective.
- Collaborate with our IT Operations Manager to design and implement an extensive Disaster Recovery and Cyber Incident Response plan. Respond to and action the steps set out in the plans if/when it is required.

People management

- To lead our IT technicians, ensuring the team is working in unison and providing an excellent support service to our schools. You will also provide an escalation route for our team if they require assistance.
 - Please note you are not responsible for line management duties. Your role is of a team lead nature and supporting our team to develop and deliver.
- Work with the IT Operations manager to deliver appropriate training and guidance to upskill other technicians within our team.

Other responsibilities

- Uphold trust policies, routines, and codes of conduct as set out in the staff handbook or other documentation made available to staff.
- Maintain confidentiality according to organisation and legal requirements.
- Maintain high professional standards of attendance, punctuality, appearance, conduct, and positive, courteous relations with students, parents, and colleagues.
- Show a willingness to undertake training and professional development either in-house or externally.

Additional information

- The post holder is required to uphold and promote the school's policy on Data Protection and GDPR, to be mindful of their responsibilities under the act/s in processing personal data and of the implications of unauthorised disclosure.
- As part of the wider duties and responsibilities, the post holder is expected to promote and actively support the Trust's responsibilities towards safeguarding.
- This post is subject to an Enhanced Disclosure and Barring Service Check for Regulated activity.

PERSON SPECIFICATION

Job Title	IT Manager
Location	Multiple school sites. Main office at Salisbury Road Primary School
Grade	Grade G - Grade H

Attributes	Essential Criteria	Desirable Criteria
Education, training, and qualifications	- A minimum of Grade C in GCSE Maths and English or equivalent qualification - Degree or alternative form of qualification(s) relevant to the role of IT Manager.	- Evidence of further professional development in the ICT industry. - ITIL foundation or higher qualification. - CompTIA A+, Network+, and/or Security+.
Skills and abilities	- Excellent interpersonal skills and ability to communicate effectively with colleagues and students in verbal and written formats. - Ability to understand a range of organisational and technical procedures and the ability to disseminate to other staff. - Excellent analytical ability and problem-solving skills. - Methodical approach to work with high attention to detail. - Excellent organisational skills enabling planning, prioritising, and delivering of work to deadlines. - Ability to lead and work as part of a team.	Experience in delivering CPD to a range of difference audiences.

	• Ability to work using your own initiative and to prioritise workload. • Ability to work under pressure.	
Experience and knowledge	• A minimum of 3 years of experience working in technical support or IT management. • Experience to analyse, monitor, evaluate, and make recommendations on technical information. • Knowledge of a procedures such as GDPR, disaster recovery, health and safety, etc. • Knowledge of enterprise infrastructure design and operations. • An understanding of cloud, hybrid, and local infrastructure designs and services.	• Experience with IT service management processes including configuration, change, incident, problem, and release management. • Previous experience in an education or public sector setting. • Experience of managing projects.
Technical skills	• Microsoft 365 environment • Active Directory, Exchange. • Windows Server management • VMware virtualisation • Windows, iOS, MacOS, ChromeOS • Networking equipment and services: firewalls, routers, switches, proxies. • Powershell - management and automation.	• Microsoft Endpoint Manager (Intune) • Sharepoint & Onedrive • Apple School Manager, Google Workspace • High Availability (HA) and Disaster Recovery (DR) solutions • VoIP/SIP telephony solutions • Public Key Infrastructure • PaperCut & Print management
Core qualities	• High levels of personal and professional integrity and the	

	ability to exercise discretion and confidentiality. • Self-motivated, positive, enthusiastic, and energetic approach to working, with a can-do attitude. • Adaptable and flexible to change in a large organization. • A proactive team player, willing to listen, share experience, and challenge decisions. • Committed to professional development and show a willingness to undertake any appropriate training. • Committed to the Learning Academies Trust's ethos.	
Other requirements	• Must hold a full valid UK driving license, have access to your own vehicle for travel between schools. (You will be able to claim for business mileage).	

Working for our Trust

By working within our Trust, you will be part of a team of people who want to make a difference in the lives of the children and communities we serve. Whether you are joining us in a teaching capacity or a support service position, you will become vital in helping to shape the futures of the next generation for our city.

The Learning Academies Trust strives to be an employer of choice in the southwest. We are committed to developing our employees to their full potential and take great pride in the availability of learning and development resources for our staff. From training days to an extensive package of e-learning courses, you will have a wealth of opportunities available to develop your skills and experience.

Employee benefits



In January 2020, the Learning Academies Trust became the first education employer in Plymouth to achieve the Livewell Southwest Wellbeing at Work Bronze Award. The Trust is committed to supporting the wellbeing of all staff and is proud to work closely with official bodies to ensure we have a holistic approach to staff wellbeing.

As a Learning Academies Trust employee, you will have access to a growing list of benefits to support you both professionally and personally. Our benefit package includes:

- Free counselling services for personal or professional support
- Cycle Scheme
- Employee Newsletter
- Regular recognition awards
- DSE Eyecare scheme
- iHASCO online training courses
- Annual flu vaccination
- Annual health check
- Discounted gym membership

How to apply

In order to apply, please use the button at the bottom of the advert (www.learningat.uk/join-us/vacancies/) to download an application form and return it to hr@learningat.uk. If you would like to request a paper copy, please email hr@learningat.uk. Please note – we do not accept CVs. Completed applications should be submitted prior to the closing date listed above.

With 9 schools, we are regularly looking for passionate people to join our teams. If there are no vacancies currently, but you would like to register your interest for future vacancies, please send your CV to hr@learningat.uk and we will be in touch as soon as we have a suitable position.

