



JOB DESCRIPTION

Downside School

Post Title:	Head of ICT
Department:	ICT
Location:	Downside School, Stratton on the Fosse
Reports to:	Director of Estates
Supervisory Responsibility:	ICT Technician and Helpdesk Supervisor, ICT Technician
Date of Issue:	October 2022

The Organisation is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Role Summary

Delivery of a high quality, single site ICT service provision to Downside School with a user base of circa 500 (staff and pupils). The post holder will be responsible for the development, maintenance, security and compliancy of all ICT services.

The post holder will be required to work flexibly e.g. outside or normal office hours or at weekends, to be reactive to out of hour's requirements e.g. ICT system failures or IT upgrades.

Duties and Responsibilities

The following list is not exhaustive, but the post holders' principal responsibilities are:

Strategic

- In conjunction with the Senior Leadership Team (SLT), develop a medium and long-term strategy for the development and growth of ICT in all areas of the School.
- Provide comprehensive management information and reports regarding service trends and incident analysis, using industry standard metrics.

- Develop and implement a Technical Strategy and associated system architecture that meets the needs of current ICT usage and future development needs in line with the school's business plan.
- To manage the ICT budget in line with management plans and ICT strategies and in consultation with the Director of Finance and Director of Estates.
- Provide technical expertise and input to tender documentation for all current and future projects requiring services related to ICT.
- To demonstrate a willingness and ability to work flexibly, sometimes outside of normal core hours, in order to ensure the organisations objectives are supported and that continuity of ICT services are maintained.
- To ensure an asset registered is maintained for all assets that are under the remit of the ICT department.

Technical

- Overall responsibility for the network infrastructure and related ICT service provision to users in the School. Working as part of a team of three who provide ICT hardware and software support either by telephone, remote access or visits, this will include hardware repairs and kit disposal; routine systems, hardware and software maintenance; testing, installation and configuration of new hardware and software in a Network environment.
- Management of ICT requirements and technical support on a day-to-day basis, dealing with a wide range of technical enquiries for PC's and peer-to-peer networks, iPads, internet connections and email systems for all staff, Telephone systems and Photocopiers ensuring that reliable, efficient and effective ICT services are provided to all users.
- To remain fully aware of the best practice in respect of new and emerging ICT technologies, hardware and software and particularly the application of ICT to education and administration.
- To provide detailed procedural and systems documentation when required.
- To escalate support issues to ICT Partner and external support service/s when necessary.
- To ensure that a robust disaster recovery plan is in place and regularly reviewed in light of changing circumstances.
- Administration and configuration of all switches and routers ensuring there is an up to date an accurate Network Schematic.

Project and Contract Management

- To effectively manage agreed projects and any subsequently resulting service contracts or agreements.
- To manage the purchase of hardware, software, consumables and external contracts effectively with approval from the Director of Estates and within budget.
- Build effective working relationships with external service providers where appropriate to ensure services and data management are robust, reliable and secure.
- To ensure contracts engaging all associated maintenance and service providers are procured in line with best practice to ensure best value is obtained for the organisation (e.g. ICT, Telephones, Photocopiers, Internet Service providers, backup / storage etc)

Compliance

- To maintain the integrity and security of the School network at all times ensure appropriate level fire wall and system back-up solutions are in place.
- To ensure appropriate levels of compliance are met for Data Protection and GDPR compliance.
- To maintain current and develop and implement new standard ICT policies and to advise upon and monitor the Staff and Pupils Acceptable Use Policies.
- To ensure there is an up to date and well-maintained hardware and software licencing inventory.
- Ensure the School complies with all Health & Safety legislation in relation to ICT use and that ICT is included in all relevant Health & Safety documents, policies, and procedures.
- To work with the E-Safety lead in the School to ensure appropriate measure are in place to balance security and safety of pupils with allowing staff and pupils to utilise effectively the ICT resources.

People Management

- To line manage and undertake staff appraisals for the ICT team.
- To provide regular support and direction to the ICT Team to ensure quality of service provision and that any professional development needs are met where appropriate.
- Overseeing the ICT Assistant and ICT Technician to provide technical support for pupils.
- Conduct individual and group training on the use of ICT resources and identify and organise the implementation of an ongoing training framework to ensure all users are able to maximise the use of ICT.
- To be an integrated team member, working closely and supporting the helpdesk function at all other times to ensure the delivery of completed project, fault and problem solutions to the customer base.
- Any other duties as may be required and are commensurate with the grade of the post.

The following duties are ones which all staff are required to perform:

- Observe health and safety procedures and work safely at all times;
- To be responsible for your own continuing self-development, undertaking training as appropriate to the working environment and location, and developments in your role;
- Promote and safeguard the welfare of children and young persons for whom you are responsible and with whom you come into contact;
- Undertake any other duties as required by your manager in order to meet the changing needs and demands of the Organisation.
- Conduct yourself with professionalism, tact and diplomacy at all times as a representative of the Organisation.

Review

This job description is provided to assist the post holder to know their principal duties. It may be amended in consultation with the post holder without change to the level of responsibility or remuneration appropriate to the post.

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL <i>These are qualities without which the applicant could not be appointed.</i>	DESIRABLE <i>This information could be used to differentiate applicants.</i>	HOW IDENTIFIED <i>(Application / Interview)</i>
Qualifications	Recognised ICT Network qualification at minimum Level 4 or able to demonstrate significant experience in a similar role	ITIL Certified Microsoft Certified (MCSE or MCSA)	Application Form
Knowledge & Skills	Excellent communication skills both in writing and in person and able to communicate effectively with stakeholders at all levels Technical skills and best practice guidelines encompassing current versions of: • Microsoft operating systems for desktops and servers • Network management solutions • Help desk software and reporting • Physical network technologies including management of switching, routing and wireless network Detailed knowledge of filtering, firewall and anti-virus software and associated configuration Working knowledge of Apple technologies e.g. iPads Knowledge of SQL database back-up procedures Excellent time management and organisational skills with the ability to multitask and prioritise, whilst leading a busy department	Knowledge of management of cloud-based solutions	Application Form/ Interview
Experience	Experience of working in a Head of ICT, ICT Network Manager or similar role managing a substantial service provision with a considerable user base. Experience of leading a highly effective ICT team Experience of providing robust strategic ICT management information/reporting to Board level.	Understanding of ICT in an educational context. Experience of using School MIS systems e.g. WCBS PASS and iSAMs. PRINCE2 Qualification or similar	Application Form

ATTRIBUTES	ESSENTIAL <i>These are qualities without which the applicant could not be appointed.</i>	DESIRABLE <i>This information could be used to differentiate applicants.</i>	HOW IDENTIFIED <i>(Application / Interview)</i>
	Experience of Project Management and delivery Management of contractors Experience of working under strict confidentiality guidelines and in line with GDPR and Data Protection Regulations. Experience of working in a team and able to work flexibly to manage the department and ensure continuity of service.		
Personal competencies and qualities	A customer focussed approach to service delivery. Able to work well under pressure and respond to change. A calm, approachable manner, displaying tact and diplomacy, particularly when dealing with sensitive issues. Able to prioritise work and complete and finish tasks to deadlines. A strong attention to detail. Committed to ongoing learning and development for self and others. Appreciation of the ethos of a Benedictine boarding School.	Understand the importance of safeguarding and safer recruitment in a School environment.	Application Form/ Interview

Received by (print name): _____

Signature: _____

Date: _____