



Weald of Kent
Grammar School



IT Manager

Job Description



Employment Status:	Permanent
Full Time/Part Time:	Full Time
Grade:	Kent Range 10
Salary:	£36,866 - £43,011
Hours:	37 per week
Term-Time/All Year Round:	All year round
Start Date:	As soon as possible
Closing Date:	Monday 5 th February 2024, *9am
Interview Date:	WC 5 th February 2024
Location:	Weald of Kent Grammar School is located on two campuses; Tonbridge and Sevenoaks. You will be required to work across both campuses.

*Please note, interviews and appointments may be arranged where a suitable candidate is found prior to the closing date.

The Team

Reporting to: Chief Financial Officer

The IT Team forms part of the broader support function within the School. Their role is to provide a professional and effective IT service which is reliable, available and fit for purpose, ultimately underpinning and supporting student learning and well-being.

About the Post

We have an exciting new position for an IT Manager to further enhance our IT infrastructure. You will work closely with the executive team and operational management to ensure that our IT provision meets our needs now and is fit for the future.

If you have experience of working within a school setting, or educational environment previously then this would be hugely beneficial.

You will be responsible for managing the development of IT throughout the school within an agreed annual budget. A proactive approach to developing team members' ability to achieve high professional standards, both individually and collectively, is a core focus.

You would be responsible for the day-to-day management and security of the school's systems, maintaining a continually reliable IT provision throughout the school, monitoring network resources and predicting future expansion to benefit student learning and teacher efficiency. You will also keep abreast of developments in your key areas and think creatively and constructively to ensure that the job is done in the most effective and time efficient way.

You will be responsible for managing school IT support contracts, technical support and emergency cover etc. You will be able to demonstrate good working knowledge of maintaining IT hardware and software and maintaining networks in a school environment.

Job Description

Overview of IT provision and digital learning environment:

- Contributing to the operational and strategic direction of the IT service;
- Finding efficient solutions to the IT systems management through investigation, analysis and problem solving;
- Proactive development of the IT support function to increase cost effective efficiency through the use of alternative processes or new technology.

Lead, develop and enhance the practice of all members of the IT team

- Play a key role in the selection of staff;
- Line management of the IT team;
- Develop team and individuals to enhance their performance through their ownership of their professional development plans and CPD;
- Evaluate the effectiveness of the team and individuals through the school's performance management system;
- Manage the work of the team, providing technical support to staff and students through the School's ticketing system, ensuring tickets are completed within a reasonable timeframe.
- Create, maintain and facilitate effective relationships.



Be accountable for leading, managing and developing the IT management processes within the school

- Providing a professional efficient and cost-effective IT support service, with an emphasis on reliability and consistent performance of IT systems;
- Bring about, monitor and evaluate an IT culture that will bring positive benefits to student learning.

Specific Duties and Responsibilities

Development Planning

- To liaise with relevant staff and maintain an IT Development plan for the school, providing short, medium and long-term goals;
- To advise the Senior Leadership Team on appropriate future development projects and ensure IT related policies are in place and reviewed;
- To manage IT development projects from inception through implementation to completion and to evaluate completed projects;
- Play a lead role in the development and delivery of training to the school's staff in the use of IT.
- Contribute to the planning and the development of the School's IT.

Budget Management

- To plan the IT budget requirements annually based upon the development projects identified and trends in spending;
- To manage the budget for hardware, software and support contracts, printing, audio visual equipment, IT related grants and Capital Projects throughout the financial year;
- To adhere to school procedures on ordering and procurement of goods.

Network Management

- To manage and support the School's core systems;
- To manage the school physical servers and storage, monitoring performance, and ensuring appropriate redundancy is in place and upgrading systems as necessary;
- To manage the virtual server environment, monitoring performance and ensuring resources and upgrades are applied appropriately;
- To manage the wireless network infrastructure including access point controller configuration, monitoring performance and expanding as necessary;

- To design and manage the wired network infrastructure including switch configuration and VLANs, ensuring fault tolerance, monitoring performance and expanding and upgrading systems as necessary;
- To be responsible for the design and management of group policies, ensuring appropriate access and network security;
- To monitor data backups and data integrity;
- To liaise with external support agencies to resolve faults;
- To manage the IT helpdesk and knowledgebase and further develop its use;
- To oversee the documentation of the network and ensure that all appropriate inventories and documentation are in place and maintained;
- Responsible for disaster recovery and business continuity of IT systems;
- Support fault resolution for issues affecting critical operations / user experience and system performance;
- Active directory administration including group policy creation and maintenance;
- Develop regular maintenance programs for IT systems, undertaking and and/or arranging repairs where necessary within the current expenditure plan.
- Network concepts, such as Switch and Firewall administration, troubleshooting and maintenance. DHCP, VPN, DNS.

Online Management

- Managing the security, protection and auditing of online web services;
- Managing, supporting and configuring back end web services such as IIS and SQL server;
- Responsible for domain registrations, hosting configuration and routing;
- Responsible for secure online access to key IT systems;
- Oversee the development and maintenance of the school's websites.

Systems and Services Management

- Ensure best value in the procurement of services and their associated support contracts;
- Ensure service and support contracts are maintained, reviewed and fit for purpose;
- Liaise with support providers of all of the external services provided to school.

Hardware and Software

- To provide 3rd line support for the IT equipment and software applications installed for the end user;
- Development of the Schools Management Information System and staff training associated with this;
- To provide training to staff on relevant software, as required.

Audio Visual

- Plan, maintain and manage the audio-visual provision within the school working with departments and suppliers to ensure classrooms are adequately equipped for their intended purpose.

Safeguarding

- To ensure IT acceptable user policies for staff and pupils are in place and reviewed.
- Responsibility for web filtering ensuring appropriate safe access for staff and pupils;
- Management of e-safety captures system;
- To access detailed reports on the use of internet browsers and email systems as required for safeguarding investigations.

Other requirements of the role:

- To work flexibly as part of a team, assisting with any day to day duties required of the team as the need arises.
- Coordination and collaboration across the whole school community.

Person Specification

	Essential	Desirable
Skills/Knowledge/Experience/Qualifications		
Degree or equivalent		✓
Experience of working in busy, sometimes pressurised, office environment	✓	
Experience of working in a school or similar establishment		✓
Able to provide clear direction and to inspire, motivate and enthuse others	✓	
Patch management	✓	
Managing external IT Suppliers		✓
TCP/IP and understanding of IP routing	✓	
Cyber Security — understand cyber threats and know how to deploy counter measures		✓
Managing firewall / switches / routers and wireless AP'S	✓	
Microsoft operating systems and server support	✓	
Microsoft 365 and Azure Active Directory	✓	
Supporting printers and other equipment	✓	
Active Directory (AD) - Group Policy Management	✓	
Network security performance monitoring and maintenance	✓	
Microsoft Windows 10, Apple Mac OS X	✓	
Experience supporting Windows Server 2016/2019/2022	✓	
Excellent problem-solving skills	✓	
Project Management skills — able to plan and deliver projects to time and to budget	✓	
Be pro-active and work well as part of a small team	✓	
Able to communicate effectively with “customers” and management.	✓	
Strategic as well as operational.	✓	
Able to manage, handle, prioritise and respond to “customer” calls	✓	
Manage the overall IT function efficiently and effectively for the benefit of the user and enable high quality teaching infrastructure	✓	
Able to plan and manage within budgets	✓	
Knowledge and understanding of Safer Recruitment requirements in schools		✓
Knowledge/experience with School Information Management Systems		✓
Ability to inspire, challenge and motivate	✓	
Have a positive approach with a desire to succeed	✓	
Energy, enthusiasm and perseverance	✓	
Reliability and integrity	✓	
Good interpersonal skills	✓	
Professional appearance and manner	✓	
Positive commitment to individual personal development	✓	
Capacity to work hard, under pressure, to meet deadlines and manage time effectively	✓	
A good record of attendance during the last three years	✓	
Adaptable and amenable with respect to working practices	✓	
Ability to work independently and in a team, take a collaborative approach	✓	
Ability to build supportive working relationships with colleagues	✓	
Commitment to supporting the full life of the school	✓	
Suitable to work with children	✓	
Equal Opportunities		
A commitment to inclusive education	✓	



Benefits

- Generous pension scheme (TPS/LGPS)
 - Healthcare cash plan
 - Occupational health support
 - Priority admission for staff children (see admissions policy on school website)
 - Employee Discount Scheme (Multiple Retailers – Kent Reward Scheme)
 - Cycle to Work scheme
 - Free refreshments
 - Free onsite parking
 - Opportunity to perform paid lunch-time duties (with free lunch)
 - Free annual flu vaccination
 - Employee Assistance Program
 - Individual performance development plans for career development and lifelong learning
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Application Process and Safeguarding

Applications

Application forms can be found on our website or on tes.com and should be sent to Human Resources on HR@wealdgs.org. The communication should set out how your proven relevant experience relates to this role.

For safer recruitment purposes application forms need to be completed in full and CV's will not be accepted.

References

References may be taken up before being short-listed, please indicate on your application form if you have any objection to us contacting the referee prior to interview.

Safeguarding Duties and Responsibilities

The School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The successful applicant will be expected to uphold this duty with regard to all children and young persons for who they are responsible and with whom they come into contact.

This role is a support role involving extensive contact and responsibility for children.

More Information

For more information on the role, or to come and visit Weald of Kent prior to applying then please contact HR on HR@wealdgs.org. We look forward to hearing from you.