

IT Hub Manager

The IT Hub Manager oversees IT operations for a regional hub within the Xavier Catholic Education Trust (XCET). This role is crucial in developing and implementing the Trust's broader digital strategy, working under the guidance of the IT Director and the Central Operations Team.

Responsibilities

- Deliver IT support within the agreed Service Level Agreement times to all schools within the regional Hub.
- Ensure data integrity through a range of measures including antivirus, network backup, replication and network security.
- Ensure that Trust standards and recommendations are met at school level within the Hub.
- Monitor existing service desk tickets, to ensure they are being dealt with in a timely fashion.
- Where appropriate, escalate issues to the Central Operations Team, 3rd party support providers, and other stakeholders to seek resolution.
- Plan, organize, and direct the work of the regional Hub technicians.
- Provide support, advice, and resolutions to the regional Hub technicians.
- Ensure Hub IT staff provide a consistent, high-quality professional service.
- Develop and deliver training to Hub IT staff on new technology and systems, as well as support procedures.
- Carry out annual appraisals with Hub technicians to review performance and set objectives.
- Work with the Hub schools' IT strategy leads to ensure the schools' needs are met.
- Ensure accurate call notes and resolution records are maintained.
- Complete software updates when required, following Xavier Change Management procedures.
- Ensure consistent documentation of all network changes made.
- Proactively identify process improvement opportunities, including end-user training, tools and documentation.
- Monitor performance of IT assets across the regional schools.
- Maintain up to date knowledge of relevant IT legislation and Trust data protection policies.
- Ensure the IT hardware and software asset registers are maintained to ensure legal compliance.
- Ensure the use of IT systems across the Hub complies with Trust safeguarding policies and the staff code of conduct.
- Manage IT software contracts procured at school level.
- Maintain accurate records of purchases made at Hub level.
- Help evaluate and Implement new Trust IT systems.
- Establish positive relationships with the Central Operations Team and other Xavier Hub IT teams.

Person Specification – IT Hub Manager

Education	Essential / Desirable	How Evidenced
Relevant professional IT qualification (ITIL, MCP, CCNA)	Essential	Application Form
5 GCSE Passes Including Maths & English (or equivalent)	Essential	Application Form
Evidence of continuous professional development and training	Essential	Application Form / Interview
Personal Attributes		
Proven analytical and problem-solving abilities	Essential	Interview
Exceptional customer service	Essential	Interview
Excellent organisation skills	Essential	Interview
High level of initiative	Essential	Interview
Excellent interpersonal skills	Essential	Interview
Commitment to working as a team player	Essential	Interview
Ability to work under pressure	Essential	Interview
Experience		
At least 5 years' experience in an IT support role	Essential	Application Form
At least 2 years' experience managing a team	Essential	Application Form / Interview
Extensive knowledge of modern Windows client and server based operating systems	Essential	Application Form / Interview
Extensive knowledge of computer hardware	Essential	Application Form / Interview
Excellent Active Directory, DNS and DHCP skills	Essential	Application Form / Interview
Expertise with Microsoft 365 Admin Centre Including Exchange / Teams / SharePoint Admin Centres	Essential	Application Form / Interview
Solid knowledge of wired and wireless network technologies	Essential	Application Form / Interview
Ability to support iOS devices through MDM software	Essential	Application Form / Interview
Experience of virtualisation technologies	Essential	Application Form / Interview
Familiar with ITIL best practice	Desirable	Application Form / Interview
An awareness, understanding and commitment to the protection and safeguarding of children	Essential	Application Form / Interview
Experience of working in an education setting	Desirable	Application Form / Interview