

ICT SYSTEMS MANAGER

Job Description

We are seeking an experienced ICT Systems Manager. The ICT Systems Manager will be employed by Lansdowne College and the Line Manager will be the Principal of Lansdowne College.

The ICT Systems Manager will be expected to work across the three Colleges in the Group (Lansdowne College, Duff Miller College and Chelsea Independent College).

ICT within the Colleges

The ICT Systems Manager will work directly to the Principal of each College with day to day responsibilities being coordinated by the Directors of ICT in each College. The overall ICT strategy of the Colleges is overseen by the Director.

All three Colleges are about to invest significantly into new ICT development to bring the Colleges up to the highest standard. Details of the structure can be discussed at interview.

The ICT Systems Manager will be employed in the main as follows:

Mondays	-	Chelsea Independent College
Tuesday	-	Duff Miller College
Wednesday	-	Lansdowne College
Thursday	-	½ day at Chelsea Independent College and ½ day at Duff Miller College
Friday	-	Lansdowne College

Flexibility will be required in case a College Principal requests the ICT Systems Manager to work in a College on a different day or to attend a College at short notice.

Main Responsibility

The ICT Systems Manager will carry out day to day work flows as directed by each Principal in order to strategically manage the development and maintenance of an efficient ICT infrastructure and Technical Service, including the deployment of the College wide ICT resources.

Duties

The duties specified in this job description are given in good faith and relate to present requirements. However, staff must accept that since the three Colleges are a developing organisation, these duties may change according to the needs of the Colleges.

Provide and maintain the ICT systems at the three Colleges. This may include inter alia:

- Configuration of Servers
- Configuration of Network hardware and software
- Working with the College website CMS and use of SQL
- Out of hours maintenance and call out
- Project Management
- Producing and maintaining a full inventory of ICT systems across the Colleges

Provide technical support, answering support queries via phone, email or in person. This may include inter alia:

- Diagnose faults and repair or replace
- To maintain a high degree of customer service for all support queries
- To take ownership of user problems and be proactive when dealing with user issues
- Maintenance of college administration systems, finance systems, timetable and other database applications

- Support users in the use of computer equipment by providing necessary training and advice
- To log all calls and to allocate more complex calls to the relevant in-place support and to maintain a log of any software or hardware problems detected and the solutions put in place

Assist staff by providing classroom support. This may include inter alia:

- Classroom support for basic operation of computers, peripherals and software
- Technical support during lessons
- Ensure that all classroom AV facilities are working effectively
- Perform minor repairs and manage routine cleaning of audio and video equipment
- Diagnose and resolve media system problems in classrooms

Configure hardware. This may include inter alia:

- Unpack and install ICT equipment such as new computers and peripherals and enter all new equipment into an inventory file
- Configure items of equipment according to instructions

Perform regular maintenance of the computer hardware and peripherals to ensure optimum performance. This may include inter alia:

- Check and re-fit printer toner and cartridges and carry out periodic printer maintenance such as head cleaning and alignment

Assist in the maintenance of the network. This may include inter alia:

- Maintain network and workstation hardware and software
- Check the functioning of all networking connections and active components – network cards, data outlets, patch leads, hubs, switches, router according to instructions
- Configure items of equipment, including building workstations for use on a network, maintaining a library of drivers and configuration files
- Perform routine backups and archival of files stored on the network to assist with disaster recovery

Assist staff by providing support in offices and the hall. This may include:

- Making sure that any equipment for a booking is set up beforehand
- Setting up of ICT equipment for examinations
- Ensuring photocopiers and scanners are linked to computer systems in the correct manner and work with the College ICT systems

Assist staff by providing AV support which may be utilised anywhere within the Colleges. This may include inter alia:

- Digital signage systems around the sites
- Compress, digitise, duplicate, and store audio and video data
- Make recordings from television broadcasts
- Loaning out digital stills cameras and digital video cameras for staff or student loan
- Instruct staff in the use of AV equipment; conduct training sessions on selection, use, and design of audiovisual materials and on operation of presentation equipment
- Edit programmes by erasing and removing portions and adding video and/or sound as required
- Record and edit audio material such as movie soundtracks, using audio recording and editing equipment

Assist staff by providing ICT support in the Music department. This may include inter alia:

- Maintaining music keyboards, computers and interfaces

Website and VLE

- Update website regularly with school information approved by the College Principals
- Knowledge of HTML and CSS is desirable
- To develop the learning platform (VLE), in consultation with staff, that is easily accessible and supports teaching staff in their delivery, administrative staff in service administration and students in their studies
- To act as the key administrator for the learning platform and to advise and support other staff in the management of the system

- To set up control systems, including log ins for staff, and develop processes whereby staff are able to log in learners, keep under review users deleting when appropriate and keeping up to date records of current and past users
- To develop a user friendly content management system, for administrative procedures, teaching staff and for student usage, undertake regular housekeeping to ensure the content is relevant and kept up to date
- To induct, train, and give ongoing support to staff on the use of the system and to keep an up-to-date record of all staff training and competence levels

General:

- To advise on and manage the monitoring of Health and Safety and audit checks including electrical testing, warranties, licences and risk assessments
- To lead on and develop the system recovery processes to minimise the risk and impact of a serious disaster and threats to continuity (including management of the appropriate back up regime and virus protection)
- To invigilate exams when necessary
- To assist in general duties around the Colleges
- Such other reasonable duties as may from time-to-time be required by the College Principals

Skills, experience and qualifications

The successful candidate must have the skills and experience to perform the duties stated above. The post holder will need to have a 'can do' and proactive approach across the three Colleges and be prepared to help out with other duties as required by the Principals.

The applicant will need the following skills:

- an extensive knowledge of desktops, laptops, A/V (Interactive Whiteboards, projectors) and associated peripherals, practical fault-finding and diagnostic skills
- a solid understanding of client/server networks, particularly Microsoft based infrastructures (IP/TCP, DNS, DHCP, RDP)
- a knowledge of SQL (highly desirable) and .net (essential)
- an ability to communicate clearly and effectively
- an ability to respond quickly and intelligently to problems as they arise
- an ability to work independently and in a flexible manner
- an ability to see problems as a challenge rather than an obstacle
- hold a relevant qualification in computer system administration
- proactively keep up to date with developments in ICT
- evaluating user needs and system functionality and ensuring that ICT facilities meet these needs
- planning, developing and implementing the ICT budget, obtaining competitive prices from suppliers, to ensure cost effectiveness
- scheduling upgrades and security backups of hardware and software systems
- researching and installing new systems
- ensuring the smooth running of all ICT systems, including anti-virus software, print services and email provision
- ensuring that software licensing laws are adhered to
- providing secure access to the network for remote users
- ensuring the security of data from internal and external attack
- providing users with appropriate support and advice
- managing crisis situations, which may involve complex technical hardware or software problems
- mentoring and training new ICT support staff
- keeping up to date with the latest technologies

Person Specification

The following person specification indicates those areas of skills and personal characteristics, qualifications, training and experience that are either essential or desirable in the candidates being interviewed

Skills	Essential	Highly Desirable	Desirable
Excellent communication and listening skills	•		
Strong organisational and administrative skills	•		
Ability to maintain hardware and software	•		
The ability to develop and foster teamwork	•		
An ability to see tasks through to their conclusion	•		
To have a solid understanding of client/server networks, particularly Microsoft based infrastructures. IP/TCP, DNS, DHCP, RDP	•		
A knowledge of SQL		•	
A working knowledge of .net	•		
A good knowledge of Office based software (especially Microsoft Office applications)	•		
An eye for detail with good organisation	•		
VLE experience		•	
Ability to resolve problems and make decisions	•		
Personal Qualities			
The ability to meet deadlines	•		
Energy, enthusiasm, reliability and integrity	•		
Self motivation	•		
Capacity for hard work and dealing with stressful situations	•		
A sense of humour		•	•
To work under pressure and meet deadlines	•		
A team worker and team builder	•		
Education and Training			
Educated to degree level		•	
To have a computer related qualification	•		
Knowledge and Experience			
Experience of managing change			•

The successful candidate will have an opportunity to learn new skills and to become familiar with new operating systems, new hardware and new software packages.

Working Hours and Holidays

The post is full time. The working week is 37½ hours; Monday to Friday; 9.00am to 5.30pm with an hour lunch break.

Paid holiday entitlement is 5 weeks per annum plus bank holidays – of this holiday, one week must be taken during the Easter holiday period and a further two weeks when the Colleges close for Christmas. The other two weeks must be taken within College holiday periods and are to be agreed in advance with the Principals.

Salary, Pension etc.

A successful candidate, able to demonstrate the required level of skills and expertise, could expect to receive a salary of £25,000 - £30,000 per annum dependent on experience.

The College recognises the State pension Scheme.

Applications

Applications should be made using the standard Lansdowne College application form which can be downloaded from our website or can be requested.

The closing date for applications is Friday 2nd December 2011.

Interviews, which will include an IT assessment, will be held 7th/8th December with the successful candidate being in place shortly after this date.

Applications to be completed and returned to:

John Southworth
Principal
Lansdowne College
40-44 Bark Place
London
W2 4AT

johnsouthworth@lansdownecollege.com

Please note that any job offer will be subject to two references satisfactory being received, a satisfactory Criminal Records Bureau Enhanced Disclosure and compliance with Sections 15-25 of the Immigration, Asylum and Nationality Act 2006 (eligibility to work in the UK).