

JOB DESCRIPTION

CO-ICT MANAGER

PURPOSE

- Management of the network infrastructure, servers, workstations, and software.
- To ensure that client's ICT support requests are dealt with effectively within service level agreements
- To maintain and develop the ICT infrastructure and systems across the MAT
- Develop and train staff across the MAT on how to use ICT effectively.
- Provide ICT support to meet the needs of all schools within the Generations MAT.
- Supervise and mentor the ICT Apprentices as directed by the ICT Director
- Offer strategic advice on the development of ICT services within the MAT

Reporting to the Director of Corporate ICT and Infrastructure. Line Management of ICT Apprentice(s).

Liaising with contacts within the MAT - School Leaders, Executive Leadership Team incl CEO and VCEO, Local Academy Boards (LABs) and Trustees when needed, plus all other teaching and support staff across the Trust. Outside the MAT - Herts for Learning, software and hardware suppliers, telephony and networking service providers, ICT maintenance service providers and mobile learning platform providers.

GRADE

H7 point 19 to 23 £32,080 - £34,379 per annum

MAIN AREAS OF RESPONSIBILITY

Leadership

- Assist the Director of Corporate ICT and Infrastructure in ensuring the efficient and effective running of the ICT Function
- Allocate tasks to ensure work is completed accurately and on time
- To assist in supervision the ICT Apprentice(s) across the MAT
- To provide in-house training as appropriate to ICT Apprentices(s)

Cloud Platforms and AI Integration

- Support the development and maintenance of Trust-wide cloud platforms including SharePoint, OneDrive, Azure AD and Google Workspace
- Work with the Director of ICT to explore and implement appropriate AI tools to improve automation, integration, and digital efficiency across services
- Collaborate with colleagues to identify opportunities for cloud and AI adoption that directly benefit staff and student experience
- Lead or support Trust-wide working groups focused on AI integration and digital transformation initiatives

Meeting Coordination

- Conduct a weekly 1:1 coordination meeting with each other to ensure seamless collaboration, task allocation, and efficient management of network-related responsibilities
- Coordinate schedules and tasks to optimise network support coverage
- Share information and insights to enhance the effectiveness of the shared role

Support Requirements

- Provide third, second, and first-line support with proven customer-facing onsite support experience in an Education IT support role
- To support and undertake troubleshooting and diagnostics on hardware including servers, network infrastructure, routers, switches (including VLANs), cabling and Wi-Fi infrastructure
- To provide support with respect to the use of Audio/Visual hardware including audio recording equipment; lighting systems; sound systems; projectors; interactive whiteboards etc
- To support staff and students in their use of ICT equipment including remote access; Wi-Fi connectivity for personal devices; printing; PCs; network connectivity; etc
- To respond to ICT Helpdesk fault allocations in line with agreed service level agreements
- Ability to monitor trends through the use of key performance indicators (KPIs) and made recommendations based on them
- Ability to compile incident and service status reports
- Aptitude for imparting knowledge to others
- Ability to tailor communication to non-technical staff

Maintenance

- To perform routine maintenance tasks on Trust ICT equipment including hardware, software, and other peripherals
- To support the installation of new equipment
- To update and maintain the asset register
- To undertake the creation of and updating of user accounts
- To ensure the network is always secure and GDPR compliant

Health and Safety

- To ensure all ICT working practices adhere to Health and Safety requirements
- To report any health and safety issues and concerns immediately to the Head of Estates
- Be aware of, understand and act promptly to implement safeguarding duties
- Lead, promote and implement all policies including health & safety and equality and diversity

General Operations

- To be aware of the constantly changing trends in technology and methods of delivery
- To participate in/support marketing and liaison activities such as open evening and liaison events with schools and community organisations
- Actively promote and demonstrate creativity and innovation in the organisation
- To adopt a flexible approach to working hours, enabling out-of-hours support to community and other external events

Knowledge, Experience and Training

- Possess detailed knowledge of Microsoft Operating Systems including Windows 10/11 and Windows Server 2019R2/2022, VMware, Hyper-V, and physical server applications
- To have a detailed knowledge of network diagnostics software and applications including schools' management information systems (Arbor), cashless catering systems and other installed software
- Knowledge/experience of AD, DNS, DHCP and Group Policy support & administration
- Detailed knowledge of Administration & support experience of Microsoft applications including Microsoft Azure, Office 365 (OneDrive, SharePoint, Teams, etc) and Google Classroom
- Detailed working knowledge of backup technologies and recovery processes
- Understand the Trust environment and context in which ICT is used, and the unique characteristics of the Trust's schools, students and staff
- Understand and provide direction on the limitations and use of hardware and operating systems
- Promote and develop the use of ICT in compliance with , E-Safety and Data Protection (GDPR)
- Knowledge of networking & system developments and monitoring of developments in technology
- Maintain familiarity with standard ICT hardware and peripherals

- Confidence to lead and work in student-facing environments
- Be responsible for own professional development
- Play a team role
- Must be flexible, able, and willing to work additional hours to meet business needs. This may include occasional evening or weekend work to support key Trust priorities such as Trustee meetings, events, or out-of-hours system maintenance. The ICT Team work on a rota or shift-based approach to ensure appropriate cover and continuity of service beyond core school hours.

Additional Information

While every effort has been made to explain the post's main duties and responsibilities, each individual task undertaken may not be identified.

Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.

Employees are expected to be courteous to colleagues and provide a welcoming environment to visitors and telephone callers.

The Trust will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

This job description is current at the date shown, but following consultation with you, it may be changed by Trustees to reflect or anticipate changes in the job which are commensurate with the salary and job title.