



Job Description	
Job Title: ICT Manager	Section: Business & Admin, Family Support and Early Years
Work Location: Across all Aspire Settings Cheltenham, Tewkesbury, Dursley & Stroud	Grade: 9 (£40,476 - £45,718) Full time – permanent
Reporting to: Business Manager	Reporting to Job Holder: ICT Technicians
Date of issue: Autumn 2024	

Job Outline

To manage the onsite network and server infrastructure of Aspire Foundation, Gardners Lane and Oakwood Federation. Primary duties are the security of the organisations computer systems and electronic data, development and implementation of customised systems, and overseeing all computer-related activities.

The ICT Manager will coordinate and support all technical aspects of curriculum and administrative ICT within the Schools and Children's/ Early Years Centres to ensure that the IT networks are maintained, updated, available and reliable for all staff and students, and to promote the use of ICT to meet School and Children's/Early Years Centre objectives. The ideal candidate will be able to hit the ground running and already have successful experience in: planning, networking, software and hardware support, problem resolving, cloud technology, VOIP, and server management and licensing.

The Aspire Foundation is made up of five Children and Family Centres and 7 Early Years settings.

Aspire Foundation work in in partnership with Gardners Lane and Oakwood Federation, which is comprised of two Primary Schools: Gardner's Lane Primary School and Oakwood Primary School.

The role will be split between the two Primary Schools and seven Children's/Early Years Centres.

THIS JOB IS ACCOUNTABLE FOR:	
Network	<ul style="list-style-type: none"> • Manage the network infrastructure to meet the school's and Children's/Early Years Centre requirements. Manage active network components including switches and routers; install/ replace servers when required, keep the network operating system up to date and oversee the maintenance of network workstations, including those accessed via Remote Desktop Server. • Design, implement, monitor and review school and Children Centre/Early Years procedures for managing and recording installations and configuration changes. • Organise the daily maintenance of the computer systems ensuring this is carried out in accordance with the relevant policies. • Manage internet access filtering, email filtering and related monitoring systems in accordance with policies. • In conjunction with the Business Manager develop the security and long-term planning of the network. • Manage the schools and Children's Centre wireless network. • Ensure that the back-up system is working correctly and as scheduled and that the Disaster Recovery Plan and contingencies are in place in the event of a major systems failure and that these enable an efficient return of service after any unforeseen system outages. • Be responsible for all planned ICT work and developments. • Upgrade relevant systems out of normal business hours to ensure minimum downtime for staff during critical periods. • Work successfully with third party support companies as engaged by the school or Children/ Early Years Centres.
Strategic Planning	<ul style="list-style-type: none"> • Develop medium and long term coordinated planning based on the schools and Children/Early Years Centres educational objectives and keep up to date with developments in ICT. • Lead and coordinate the ICT Development Plan and be responsible for the development, implementation and monitoring. • Plan for major developments of the ICT service and project manage their implementation. • In conjunction with the Business Manager, develop ICT strategically within the schools and Children's/Early Years Centres to achieve a safe and efficient ICT environment for staff and students. • In conjunction with the Business Manager, plan design and implement an updated designated work order tracking system. • Keep up to date with emerging technologies in IT, specifically education related and advise the Senior Management Team on these as appropriate. • Support the full range of financial planning for ICT, through the identification, planning and costing of all future developments and upgrades to achieve best value for the schools and Children's/Early Years Centres. • Be responsible for the development, review and implementation of policies and procedures associated with ICT use. • Ensure systems are in place that enables proactive monitoring of the health of the schools and Children's/Early Years Centres ICT infrastructure and ensure that these systems are used to enable early identification of potential problems. • Provide expert guidance on emerging technologies and innovation strategies to enhance business operations.
Financial Management	<ul style="list-style-type: none"> • Where relevant, to ensure that the financial resources are deployed in a cost-effective manner. • Identify, plan and cost all future developments and projects to the school's and Children/Early Years Centre's ICT infrastructure ensuring they are delivered on time, within budget and to the expected standard.

	<ul style="list-style-type: none"> • Contribute and make recommendations towards the development of new systems and ensure that they demonstrate an investment to save.
Project Management	<ul style="list-style-type: none"> • Undertake assigned projects, ensuring that agreed outcomes are delivered on time, within the financial requirements and to the expected standard. • Support training for new systems as part of the Project Plan when required. • Provide performance management information on projects when necessary. • Define the deliverables, resource requirements and work plan for the project, and manage their development and delivery.
Software/ Hardware	<ul style="list-style-type: none"> • Organise and implement the installation and configuration of all new computer software / hardware as required enabling the delivery of ICT to all curriculum areas and the effective use of ICT for core business processes. • Ensure that the schools and Children's/Early Years Centre's anti-virus software and Microsoft security updates are installed, kept up to date and working properly on all stations. • Ensure that legal and contractual obligations relating to ICT resources, software licensing, systems and services are met. • Manage user accounts for different applications as appropriate. • Set up and maintain an ICT inventory ensuring that information is up to date, accurate and that all equipment is security marked and tagged after purchase before deployment. • Ensure that computer peripheral equipment such as teaching desk installations, scanners, printers, cameras, screens/ monitors, projectors; are prepared and ready for use. • Manage relationships with third party support organisations to ensure that issues are resolved in a timely and efficient manner. • Ensure that all ICT equipment installed and in use complies with relevant Health and Safety Legislation i.e. PAT testing. • Manage and implement the installation of all new computer hardware as required including wireless, network infrastructure and any other external projects. • Manage the schools and Children's/Early Years Centre telephony system. • Oversee the schools and Children's/Early Years Centre printing solution.
Support Management	<ul style="list-style-type: none"> • Ensure all incidents/requests reported by users are accurately logged, prioritized and dealt with in a timely manner. • Advise the Business Manager of issues, potential improvements and projected developments as a result of incidents / requests reported.
General Support	<ul style="list-style-type: none"> • Provide technical support and guidance to staff to understand programs, problem solve, and generally support them in using software/hardware correctly in the classroom situation. • Provide and deliver any appropriate and relevant INSET to staff, students and others on specific ICT usage. • As line manager for the ICT technicians, be responsible for sourcing and delivering relevant training for the technicians, carry out performance management duties including regular supervisions and annual appraisals. • Promote the development of a high-quality individual need led service, to comply at all times with the Schools policies and procedures, particularly those regarding Data Protection, Equalities and Diversity and Health and Safety. • Ensure compliance with and actively promote Health and Safety at work legislation, School and H&S policies and procedures.

<p>Health and Safety</p>	<ul style="list-style-type: none"> • Ensuring that all health and safety instructions are followed and that all reasonable care is taken not to do anything that might endanger yourself or others; to report to the Business Manager any dangerous situations in the workplace or any perceived shortcomings in health and safety arrangements. • To ensure that a high priority is given to the management of health and safety; that legal responsibilities are met by carrying out risk assessments and taking appropriate action; and that appropriate information, instructions, training and supervision are provided to ensure the health and safety at work of those employees for whom the post holder is responsible. •
<p>Special Conditions</p>	<ul style="list-style-type: none"> • The post holder will need to have appropriate means of transport to carry out their duties, including taking smaller equipment to settings and the ability to regularly travel across Gloucestershire and out of County as required. • The post will involve occasional work out of normal office hours to include evening and weekend work. • Enhanced DBS check required. • Full Driving Licence with business insurance.



PERSON SPECIFICATION

Job Title: ICT Network Manager

Grade: 9 (£40,476 - £45,718)

Business: Aspire Foundation

Section: Business & Admin

Date Prepared: November 2024

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications/ Training</p>	<p>Good working knowledge of most or all of the following: network infrastructure and switches, Windows 11, Windows remote desktop server, sharepoint, InTune, VOIP, smart cards, wireless networks and access points, firewall, antivirus and web filtering.</p> <p>Excellent knowledge of hardware management including: PC's, laptops, interactive whiteboards, iPads, iPhones, projectors and encrypted memory sticks.</p> <p>Knowledge of licensing in an educational and charity environment.</p> <p>Educated to Degree level or equivalent level of on-the-job experience in an IT related field.</p> <p>Understanding of the impact of Health and Safety and Data Protection Legislation in the context of ICT.</p>	<p>Knowledge of safeguarding and children protection.</p> <p>Knowledge of SIMs and FMS.</p> <p>Experience of setting up and maintaining use of Learning Pads.</p> <p>Experience and knowledge of educational systems.</p> <p>Experience of visitor management systems and key Fob entry systems.</p> <p>Website management include experience and use of Square Space.</p>
<p>Experience</p>	<p>At least three years' experience working in an Educational ICT Support Environment</p> <p>Demonstrated experience in managing IT systems within an organization, preferably in the educational or non-profit sector.</p> <p>Proven track record in managing ICT infrastructure, including network administration, data security, and system upgrades.</p> <p>Experience overseeing cloud-based solutions (e.g., Microsoft Azure).</p> <p>Budgeting and procurement experience in relation to ICT systems and projects.</p> <p>Experience in vendor management and contract negotiation.</p>	<p>Previous experience working within a charity or non-profit environment, particularly in educational programs.</p> <p>Knowledge of IT governance frameworks and experience with IT policy development.</p> <p>Experience of managing staff and third-party organisations</p>

	Experience of managing projects and risk management	
Knowledge/ Skills and Abilities	<p>Strong knowledge of network infrastructure, including LAN/WAN, wireless networks, VPNs, firewalls, and cybersecurity protocols.</p> <p>Proficiency in managing Windows Server environments, virtualization and database management systems.</p> <p>Familiarity with cybersecurity best practices and data protection regulations (e.g., GDPR).</p> <p>Competence in software and hardware troubleshooting across various platforms (Windows, macOS, and mobile devices).</p> <p>Project management skills with the ability to plan, implement, and evaluate ICT projects effectively.</p> <p>Excellent diagnostic, analytical and problem-solving skills.</p> <p>Able to analyse, monitor and evaluate and make recommendations on technical information.</p> <p>Able to think and plan strategically.</p> <p>Able to produce reports for Senior Management Team.</p> <p>Able to work on own initiative and under pressure without supervision.</p> <p>Work in an organised, co-ordinated and methodical way and able to effectively coordinate work to achieve objectives.</p> <p>Work accurately and to deadlines.</p> <p>Identify the need, devise and deliver effective training programmes for staff.</p>	<p>Able to produce self-help documents manuals that support the use of ICT</p> <p>Understanding of educational technology tools and learning management systems (LMS), is a plus.</p>
Personal Behavioural Attributes	<p>Leadership: Ability to inspire, motivate, and lead a team of ICT professionals; comfortable making strategic decisions to meet Aspire Foundation's ICT needs.</p> <p>Analytical Thinking: Strong problem-solving skills with the ability to troubleshoot and resolve technical issues efficiently.</p> <p>Communication Skills: Excellent verbal and written communication skills, capable of explaining complex technical issues to non-technical staff.</p> <p>Adaptability: Ability to work in a fast-paced environment, prioritize multiple projects, and handle unexpected challenges.</p>	

	<p>Customer-Focused: A commitment to providing high-quality support to internal users and stakeholders, with a solution-oriented mindset.</p> <p>Integrity and Accountability: Demonstrated ability to handle sensitive information with discretion and maintain high ethical standards.</p> <p>Commitment to achieving high standards</p>	
Special Conditions	<p>Willingness to occasionally work outside of regular hours in response to critical system needs or emergencies.</p> <p>Commitment to Aspire Foundation's mission and values, with a desire to use technology to drive positive social impact.</p> <p>Ability to drive and access to vehicle (as above)</p>	