

Job Description

Job Title: ICT Manager / Technician

Salary: £35,000 – £38,000 per annum (Dependent on experience and qualifications)

Contract Type: Full Time, Permanent

Working Pattern: Full Time: Onsite

The role is fully site-based due to the operational and hands-on nature of the position, including infrastructure management, staff support, safeguarding systems oversight, and day-to-day technical support across the school.

Additional flexibility may be required during:

- Examination periods
- Infrastructure upgrades
- Safeguarding incidents
- School events
- Emergency technical outages.

Responsible To

Deputy Headteacher / School Business Manager

Job Purpose

Westside School is seeking to appoint an experienced, proactive and solution-focused ICT Manager / Technician to lead the day-to-day operational management of the school's ICT infrastructure and support systems.

The ICT Manager / Technician will be responsible for leading and supporting the day-to-day operation, maintenance and development of the school's ICT systems and digital infrastructure.

The postholder will ensure that staff and students have access to reliable, secure and effective technology systems that support teaching, learning, safeguarding and the wider operational functions of the school. This includes oversight of devices, networking, cloud-based systems, classroom technology, cybersecurity, and technical support across the site.

The successful candidate will play a key role in improving the efficiency, consistency and reliability of ICT provision throughout the school, helping to create a modern digital environment that enhances staff productivity and supports positive learning experiences for students both within school and remotely where required.

The role requires a highly organised individual who is able to work operationally across the school whilst also supporting the strategic development of ICT systems and infrastructure.

Key Responsibilities

ICT Infrastructure Management

- Manage and maintain the school's ICT infrastructure and systems.
- Oversee networking, internet connectivity, Wi-Fi and server environments.
- Support the migration towards cloud-based systems and infrastructure.
- Monitor system performance and identify infrastructure improvements.
- Liaise with external ICT providers and contractors where required.

Technical Support

- Provide day-to-day ICT support for staff and students.
- Troubleshoot hardware, software and connectivity issues.
- Support classroom technology and learning systems.
- Maintain helpdesk and ticketing systems where implemented.
- Ensure issues are resolved in a timely and professional manner.

Device Management

- Manage school devices including laptops, desktops, tablets and printers.
- Oversee device deployment, configuration and maintenance.
- Maintain accurate asset registers and inventory systems.
- Support device lifecycle planning and replacement programmes.
- Implement secure device management systems, including MDM solutions where appropriate.

Cyber Security & Safeguarding Systems

- Support the implementation of DfE cyber security standards.
- Maintain and monitor safeguarding, filtering, and monitoring systems.
- Support implementation of multi-factor authentication (MFA).
- Ensure systems remain compliant with GDPR and cybersecurity requirements.
- Monitor and escalate potential safeguarding or security concerns where appropriate.

Cloud Systems & Digital Learning

- Support the administration of Google Workspace and/or Microsoft 365 systems.
- Support integration between Arbor and digital learning platforms.
- Assist with the implementation of cloud-based learning and collaboration tools.
- Support remote learning systems and staff digital workflows.

Infrastructure Projects

Support infrastructure modernisation projects, including:

- Cloud migration
- Device rollouts
- Networking improvements
- Classroom technology upgrades
- Safeguarding monitoring implementation.
- Assist with ICT office and infrastructure reconfiguration projects where required.

Documentation & Compliance

Maintain accurate documentation relating to:

- infrastructure
- systems
- passwords
- asset registers
- network diagrams
- operational procedures.
- Ensure ICT systems comply with school policies and DfE guidance.

Staff Training & Support

- Support staff in developing confidence with ICT systems and platforms.
- Provide basic training and guidance where required.
- Support the development of streamlined digital workflows across the school.

Personal Specification

Essential

- Experience working within ICT support or infrastructure management.
- Strong knowledge of Windows and/or ChromeOS environments.
- Understanding of networking, Wi-Fi and device management.
- Experience supporting cloud-based systems such as Google Workspace or Microsoft 365.
- Strong troubleshooting and problem-solving skills.
- Excellent organisational skills and attention to detail.
- Ability to prioritise workload and respond effectively to operational demands.
- Strong communication and interpersonal skills.

Desirable

- Experience working within a school or educational setting.
- Experience with Arbor MIS integrations.
- Experience with safeguarding monitoring systems such as Senso or Smoothwall.
- Experience supporting cyber security implementation.
- Knowledge of Google Admin Console, Intune or JAMF.
- Experience supporting cloud migration projects.

Safeguarding

Westside School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

This role is subject to:

- Enhanced DBS clearance
- Online checks in line with Keeping Children Safe in Education
- Satisfactory references
- Right to work checks.

Additional Information

The duties outlined within this job description are not exhaustive and may be amended to reflect the evolving operational needs of the school and wider ICT restructuring strategy.

The postholder may be required to undertake additional reasonable duties commensurate with the level of the role.