JOB DESCRIPTION

Job Title: ICT Network and Information Manager

School: Priory School

Grade: Single Status 10/11

Responsible to: Senior Leadership Team

Responsible for: ICT Support Team

Purpose of the Role:

To manage and operated the schools ICT and data systems and software. Supporting the development of the schools ICT facilities and managing the ICT infrastructure and network. The role would suit an experienced individual who is dynamic, proactive and able to multi task. The successful applicant will be able to satisfy often conflicting requirements in a calm and efficient manner with the overall goal of raising standards of teaching and learning, to effectively support all staff and students in the school.

Key tasks:

1. Manage the advanced ICT technical support and advice service to administrative and curriculum areas as required across the school/college and agreed in negotiation with the ICT Subject Lead and/or School Leadership Team.

2. Lead on the commissioning and configuration of ICT systems, networks and equipment; including hardware, peripherals, and software and ensure efficient performance and deployment of appropriate support services.

3. Manage the performance monitoring of ICT resources and perform advanced diagnosis and resolution of network infrastructure, software and hardware faults (including peripherals and web servers). This responsibility includes

ensuring that the team can provide expert user support for all software, hardware and operating systems.

4. Actively manage the Service Level Agreements and delivery of tailored projects and support including ICT security and efficient use of resources.

5. Advise on and manage the monitoring of Health and Safety and audit checks including electrical testing, warranties, licences and risk assessments.

6. Overall management responsibility for all communications infrastructure in the school.

7. 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).

8. Overall responsibility for data security in the school.

9. Identify best practice in the educational use of communications and information technology, responding to curricular and administrative system needs, liaising with all staff to ensure purchasing, suitability and usage are in line with the school's strategic vision and needs.

10. Responsible for strategic business and financial planning to ensure that the ICT service meets the School's strategic vision and needs, including accountability for the ICT budget in conjunction with School Leadership Team.

11. Act as the expert user in appropriate operating system and software.

12. Plan, direct and evaluate the work of the IT teams in line with whole school methods, acting as a team leader in the Performance Management process and monitoring CPD.

13. Keep abreast of emergent technologies with a view to reviewing potential technologies for the appropriateness of the school including the impact of artificial intelligence.

14. Manage and deliver staff training (including induction training, whole staff CPD activities) in the use of systems as required.Helping to develop the expertise of all staff in the use of emerging technologies.

15. Demonstrate a willingness to work flexibly, sometimes outside of normal core hours, in response to service demands as agreed with the Headteacher.

16. Manage and develop the school's MIS (currently Arbor)

17. Lead on the management and development of the schools online presence (eg. VLE and public website)
18. Lead on the management and development of internal telephone systems
19. Lead on the management and development of CCTV systems
20. Support the DSL with e-safety in the school, creating resources and monitoring compliance in the school and the wider community.
21. Support the Exams officer with the management and set up of IT and electronic equipment for internal and external examinations equipment.
22. Support the SENCO with the management and set up of IT and electronic devices for SEND students.

Progression to SS11 is dependent on the following additional tasks being required:

23. Negotiate with internal and external agencies
24. Undertake inventory design for security and insurance
25. Identify the benefits and limitations of computer hardware, network operating systems, software, printers and other peripheral equipment
26. Support the leadership team with strategic business planning in relation to ICT
27. Assist the leadership team with the financial planning and budget management in relation to ICT services.

PERSON SPECIFICATION

Essential education and qualifications

Progression to SS11;

1. Possession of an appropriate ICT qualification or equivalent experience

Essential key skills, abilities, knowledge, experience, values and behaviours

2. Ability to source, recommend, configure, install and test computer hardware, network operating systems, software, and peripheral equipment.
3. Analytical and strategic thinking
4. Ability to lead and motivate a team
5. Ability to develop and promote the support of an efficient technical service
6. Able to converse at ease with customer and provide advice in accurate spoken English
7. Ability to negotiate
8. Knowledge of a range of ICT technologies, both hardware and software.
9. Knowledge of security protection requirements.
10. Full understanding of the ICT context within a school environment and general Health & Safety issues relating to ICT team and users.
11. Understanding of procurement processes and requirements.
12. Experience of supervising a team and providing a full range of ICT support within a challenging environment
13. Experience of detailed networking and system specification in a complex environment
14. Experience of supervision of an ICT support team and provision of support request analysis and management information.
15. Communication skills at all levels including use of tact and sensitivity.
16. Business and Customer focussed.
17. Commitment to working as a positive and constructive team manager
18. Commitment to Equal Opportunities
19. Commitment to Continued Professional Development

Progression to SS11;

20. Knowledge of legislative requirements of procurement and negotiation of contracts

21. Knowledge of contingency planning at different levels.
22. Experience of strategic business planning
23. Experience of financial planning and budget management

Desirable key skills, abilities, knowledge, experience, values and behaviours

24. Ability to act at a senior level and negotiate with internal and external agencies
25. Ability to act as the expert user in appropriate operating system and software.
26. Ability to undertake inventory design for security and insurance
27. Ability to identify the benefits and limitations of computer hardware, network operating systems, software, printers and other peripheral equipment
28. Knowledge of legislative requirements of procurement and negotiation of contracts
29. Knowledge of contingency planning at different levels
30. Experience of staff management in an ICT context
31. Experience of strategic business planning
32. Experience of financial planning and budget management

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Health & Safety Functions

This section is to make you aware of any health & safety related functions you may be expected to either perform or to which may be exposed in relation to the post you are applying for. This information will help you if successful in your application identify any health-related condition which may impact on your ability to perform the job role, enabling us to support you in your employment by way of reasonable adjustments or workplace support.

Function	Applicable to role
Using display screen equipment	Yes
Working with children/vulnerable adults	No
Moving & handling operations	Yes
Occupational Driving	No
Lone Working	No
Working at height	No
Shift / night work	No
Working with hazardous substances	No
Using power tools	No
Exposure to noise and /or vibration	No
Food handling	No
Exposure to blood /body fluids	No