



JOB DESCRIPTION

Staploe Education Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment

Job Title:	ICT Services Manager
Location:	This is a Trust-wide role. Based at Soham Village College, but will be required to work at the other schools within Staploe Education Trust
Responsible for:	ICT Technicians & ICT Services Apprentices
Responsible to:	ICT Systems & Strategy Manager
Salary:	Grade SO2, points 26 - 28
Hours of work:	37 hours a week, 52 weeks per year (full time) 8.00am – 4.00pm Monday to Thursday, 8.00 – 3.30pm Friday

Job Purpose:

To provide expert knowledge, experience and operational management to the ICT services department, ensuring that infrastructure, devices and services used across the Trust are fit for purpose, secure and maintained to the highest standards.

To advise on future technology, system and service solutions to meet the needs of the Trust and assist in the management of projects to renew and improve the infrastructure as part of an overall strategy.

To provide advice, support and guidance to support the effective use of a range of learning technologies as part of the strategic plans for teaching and learning and operational areas.

Main duties and responsibilities:

The post holder will be required to demonstrate a continual positive commitment to the Trust's policies including those relating to safeguarding children, health & safety, and equal opportunities. You will be committed to safeguarding and promoting the welfare of young people, a responsibility we expect all our staff to share.

Strategy & Architecture

Information security

- Monitor the application and compliance of security administration procedures and review information systems for actual or potential breaches in security
- Provide advice and guidance on security strategies to manage identified risks and ensure adoption and adherence to standards
- Ensure that all identified breaches in security are promptly and thoroughly investigated and that any system changes required to maintain security are implemented
- Ensure that security documentation and guidelines are accurate and complete



ICT management

- Take responsibility for the design, procurement, installation, upgrading, operation, control, maintenance (including storage, modification and communication of data, voice, text, audio and images) and effective use of ICT infrastructure components and monitor their performance
- Provide technical expertise and management of an ICT operation, ensuring that agreed service levels are met and all relevant policies and procedures are adhered to
- Provide technical expertise to enable the correct application of operational procedures
- Schedule and supervise all ICT maintenance and installation work
- Ensure that operational problems are identified, recorded, monitored and resolved
- Provide appropriate status and other reports to users and managers
- Ensure that operational procedures and working practices are fit for purpose
- Draft and maintain procedures and documentation for network support

Sustainability

- Provide expert advice and guidance on planning, designing and implementing sustainability solutions
- Evaluate and select sustainability methods, tools and practices to be used in line with agreed policies and standards
- Identify and recommend improvements to the organisation's approach to sustainability

Emerging technology monitoring

- Monitor the external environment to gather intelligence on emerging technologies
- Assess and document the impacts, threats and opportunities to the organisation
- Create reports and share knowledge and insights with others

Change & Transformation

Project management

- Take full responsibility for the definition, approach, facilitation and satisfactory completion of medium-scale projects (typically with direct organisational impact and firm deadlines)
- Identify, assess and manage risks to the success of the project
- Ensure that realistic project plans are maintained and ensure regular and accurate communication to stakeholders
- Ensure “Quality” reviews occur on schedule, and according to procedure
- Ensure that project deliverables are completed within agreed cost, timescale and resource budgets, and are signed off



Delivery & Operation

Asset management

- Manage and maintain the service compliance of all ICT and service assets in line with organisational and regulatory requirements involving knowledge of financial and technical processes, tools and techniques

Release and deployment

- Lead the assessment, analysis, planning and design of software packages, including assessment of risk
- Liaise with business and ICT partners on release scheduling and communication of progress
- Conduct post release reviews
- Ensure release processes and procedures are applied and that releases can be rolled back as needed
- Identify, evaluate and manage the adoption of appropriate release and deployment tools, techniques and processes (including automation)

System software

- Evaluate new system software, review system software updates and identify those that merit action
- Ensure that system software is tailored to facilitate the achievement of service objectives
- Plan the installation and testing of new versions of system software
- Investigate and coordinate the resolution of potential and actual service problems
- Ensure that operational documentation for system software is fit for purpose and current
- Advise on the correct and effective use of system software

Application support

- Draft and maintain procedures and documentation for applications support
- Manage application enhancements to improve system performance
- Advise on application security, licensing, upgrades, backups, and disaster recovery needs

Storage management

- Manage the storage and backup systems to provide agreed service levels
- Be responsible for creating, improving, and supporting quality ICT services with optimal utilisation of storage resources, ensuring data security, availability and integrity of business data
- Develop standards, procedures and guidelines for implementing data protection and disaster recovery functionality for all business applications and business data using different online and offline storage devices



Problem management

- Ensure that appropriate action is taken to anticipate, investigate and resolve problems in systems and services
- Ensure that such problems are fully documented within the relevant reporting system(s)
- Coordinate the implementation of agreed remedies and preventative measures
- Analyse patterns and trends

Incident management

- Ensure that incidents are handled according to agreed procedures
- Investigate escalated incidents to relevant staff and seek resolution
- Facilitate recovery, following resolution of incidents
- Ensure that resolved incidents are properly documented and closed
- Analyse causes of incidents, and inform relevant staff in order to minimise probability of recurrence, and contribute to service improvement

Skills & Quality

Performance management

- Manage the ICT Services Technicians and Apprentices
- Allocate responsibilities and/or packages of work, including supervisory responsibilities. Delegate responsibilities as appropriate
- Set performance objectives, and monitor progress against agreed quality and performance criteria
- Provide effective feedback, throughout the performance management cycle, to ensure optimum performance
- Proactively work to ensure effective working relationships within the team and with those whom the team interacts with
- Provide support and guidance as required, in line with individuals' abilities

Relationships & Engagement

Supplier management

- Use suppliers' expertise to support and inform development plans
- Manage operational relationships between suppliers

Customer service support

- Be responsible for day-to-day management, resource planning and work allocation to meet agreed service levels
- Specify, agree and apply standards



- Ensure that tracking and monitoring of performance of service delivery through all channels (human, digital, self-service, automated) is carried out, feedback and reports are analysed, and issues are resolved
- Draft and maintain policy, standards and procedures for the customer service or service desk functions
- Ensure that the catalogue of requestable and supported services is complete and current
- Provide occasional out of hours ICT support such as server maintenance and Trust events, i.e parent evenings, as pre agreed with your Line Manager

General

- Other duties and responsibilities, express and implied, which arise from the nature and character of the role and are commensurate with the grade of the post
- To comply with individual responsibilities, in accordance with the role, for health and safety in the workplace
- To comply with the Trust's data protection policy and procedures.

This job description is not necessarily a comprehensive definition of the post.

The job description will be reviewed after one term and then annually.