

JOB DESCRIPTION - IT Hub Manager

PAY SCALE

SFCA Support Staff Scale Point 22-25 if managing one academy

SFCA Support Staff Scale Point 26-29 if managing more than one academy

JOB PURPOSE

The IT Hub Manager will ensure effective and friendly IT Helpdesk/Services operations across the academies in their Hub. The post holder's main role will be to manage and work co-operatively with other members of their team and work in collaboration with the Trust Network and Systems Team as required. The post holder will lead and work collaboratively with a wider range of staff on IT developments. The role will require travel within the IT Hub, for example to carry out line management responsibilities and engage with key stakeholders, and occasionally within the wider Trust. Travel expenses beyond the normal commute to the principal place of work will be reimbursed following receipt of an authorised expenses claim.

Accountabilities:

- Manage the IT Team who work across the academies served by the IT Hub
- Emergency cover for other IT Hub Managers e.g. in the event of unexpected absences. If there are critical IT issues, this can include providing an urgent on-site response.
- Liaise with key stakeholders in relation to the provision of IT services and support
- Plan development and on-going replacement / renewal of the IT estate working with key stakeholders
- Run the data backup and retrieval systems.
- Ensure that all relevant software updates and patches are applied as necessary via the update and patch management system
- Working with the Trust Network and Systems team, manage the security and integrity of the network. This will include the use of proactive monitoring, analysis and reporting tools to monitor the state of the network. It will also include monitoring appropriate technical news / threat status / anti-virus websites as well as pre-emptive patching and updating of systems to combat known security threats.
- Provide a rapid and friendly third, second or in some cases first line response to IT problems encountered by students and staff.
- Maintain infrastructure and other equipment such as printers and other similar network attached equipment.
- Manage hardware and software deployment and maintenance as required.
- Support the learning of our students by effective use of IT; this could include setting up specialist equipment and other technology for use in various teaching sessions.

- The post holder must ensure that Academy and Trust policies are applied at all times including the Information Security, Data Protection and Acceptable use policies.
- The post holder is required to ensure that they maintain their own health and safety, and support that of any colleagues, service users or visitors in their environment in accordance with organisational policies and procedures and the training they receive.

Problem Solving/Creative Effort:

The post holder will be responsible for ensuring the smooth running of a wide range of devices and systems. This will involve problem solving and solution finding to ensure their smooth running.

The entire IT Hub team and the wider academy management teams have input into the development of the Digital Technology strategy. The post holder will be expected to contribute to the development of this strategy. The post holder will be expected to deliver against agreed tasks and targets.

The post holder will need to recognise they work in an environment which will occasionally require them to support student related activity.

Job Breadth and Communication:

The post holder will report to the CIO (with Academy IT strategic leads acting as operational line managers) and be accountable to a designated staff member in each of the academies served by the hubs. The post holder will both lead and work collaboratively with other members of the team, and with wider Trust colleagues and teams.

The post holder will undertake and engage positively with relevant training and personal development activities as required. There are a number of development opportunities available to technology staff, including technical training, dedicated study time and opportunity to apply for staff development funding to support individual needs.

This role will involve access to important data and services. The post holder will be expected to work to the highest levels of personal integrity and will be expected to adhere to and actively promote Acceptable Use Policies (AUP) and all other relevant Trust and Academy policies.

Decision Making:

The post holder will have significant decision-making responsibilities around resource allocation and budgetary control.

The post holder is expected to respect any information that come into their possession or exists in their environment relating to students, colleagues and other individuals. This requires following good practice and guidance on confidentiality. The post holder has a duty to maintain the safety and welfare of the students and within the scope of their post must ensure all organisational policies and procedures on safeguarding are implemented. The post holder has a duty to report any concerns or incidents regarding student welfare promptly in accordance with procedure and their training.

PERSON SPECIFICATION - IT Hub Manager

SPECIFICATION	ESSENTIAL	DESIRABLE
Knowledge/ Qualifications	<ul style="list-style-type: none"> • Degree qualification in IT related discipline and/or demonstrable experience in a similar role • Up to date knowledge and understanding of IT developments and their potential to contribute to the provision of effective and efficient response to business needs • In-depth technical expertise in Microsoft based environments inclusive of Windows Server, Exchange Email and Active Directory • Knowledge of cloud service provision, notably Office 365 identity management • Sound knowledge of IT principles, including the ability to map new processes • A proven track record of working in a relevant technology area 	<ul style="list-style-type: none"> • Technical qualification or working to a technical qualification in infrastructure such as: Microsoft certified systems engineer (MCSE / MCSA) • Higher level Microsoft / networking / information security qualification / accreditation • Possession of a higher academic or vendor qualification would be a distinct advantage; a suitable candidate may be offered training and development to achieve such certifications • ITIL qualification • CISSP / CCNA
Relevant experience	<ul style="list-style-type: none"> • Experience of working in IT support and Network Administration • Experience of networking hardware & software handling, configuration and management • Solid Infrastructure experience, ideally including Windows / Active Directory / DNS / DHCP configuration • Virtualization technologies, notably Hyper-V • Service Management (ITIL) experience and/or appreciation of • Network configuration & troubleshooting experience • Understanding of firewalls and other security technology • Routing & Switching Experience • Putting in place network security measures • Planning backup and disaster recovery systems • Knowledge of industry standard antivirus and backup software • Knowledge of user / desktop management and deployment using SCCM • Evidence of hardware troubleshooting skills, including both desktop and server hardware 	<ul style="list-style-type: none"> • Full cloud based service provision experience (IAAS, PAAS, SAAS) • Project management experience • VOIP telephony experience • Knowledge of databases, particularly those based on Microsoft Access and SQL server • Experience of Apple desktop operating systems

PERSON SPECIFICATION - IT Hub Manager

SPECIFICATION	ESSENTIAL	DESIRABLE
Relevant experience cont/..	<ul style="list-style-type: none"> • Evidence of software troubleshooting skills, including experience of Windows 8/10 and Windows Server 2012/2016 • Strong ability to use basic applications such as Microsoft Office Word, Outlook, Excel and PowerPoint to include the production of professional documents 	
Skills/Aptitudes	<ul style="list-style-type: none"> • Ability to acquire new skills quickly with evidence of transferable skills • Understanding of the need for confidentiality and discretion • Good organisational, communication, presentational and interpersonal skills – with the capability to communicate concisely and effectively equally well with fellow engineers, non-technical colleagues and with members and/or customers alike • Strong communication skills both verbal and written • Role holders will require negotiating and influencing skills, as well as the ability to lead and motivate a team • Innovative thinker – ability to turn customer requirements into workable solutions • Process orientated • Ability to adapt to new situations, solve problems, and develop new skills • Self-motivation and determination with the proven ability to multitask, organise and prioritise workload, while having to work under pressure and to deadlines • Excellent attitude to client service (end user) • Strong team-work ethos and ability to work in team • Keen attention to detail • Ability to research for information and resources • Seeks continuous improvement for the service user • Highly organised, methodical and tenacious • Flexible attitude and emphasis on prioritisation of work load • A keen desire to provide an IT environment which supports develops and enhances the learning of all our students 	

Continued

PERSON SPECIFICATION - IT Hub Manager

Skills/Aptitudes cont/..	<ul style="list-style-type: none"> Keen interest and passion for continual professional development in technical expertise and also service management/delivery Self-motivated and able to work on own initiative 	
Other requirements	<ul style="list-style-type: none"> Commitment to undergo further training and development as appropriate Willingness to undertake an Enhanced DBS Disclosure Willingness to contribute to IT training course planning and delivery (e.g. in conjunction with rollout of new operating systems / applications) 	<ul style="list-style-type: none"> A desire to contribute to the development of the college as a whole Strong record of personal and professional development

Date: April 2024