Great Heights Academy Trust
Job Opportunity:
IT Infrastructure Manager

Reaching greater heights together!

Applicant Pack
IT Infrastructure Manager
To start as soon as possible
PO7 – PO11 (£37,568 - £41,591)
Closing date for applications – Monday 29th August – 10 a.m.

Great Heights Academy Trust is seeking an IT Infrastructure Manager to be the driving force to implement and deliver the IT strategy across the Trust. We are looking for an individual who can design a MAT centralised system providing a single point of access for all stakeholders, who will innovate and constantly move IT forward with a long-term strategy.

GREAT HEIGHTS ACADEMY TRUST

AA Teamworks WEST YORKSHIRE SCITT

Research Schools Network

English Hubs
Teamworks English Hub
@ The Greetland Academy

The Greetland Academy

Raynville Academy

West Vale Academy

Carlinghow Academy

Bowling Green Academy

Candidates Information Pack

"We are a growing MAT of five schools and various designations

This is an exciting time to lead and design new ways of working for all within the Trust

Mrs. A Bennett OBE, CEO

If you would like to learn more about this post, please read on or contact Mrs Jayne Firth (Chief Operations Officer) on 07850 204925 or via j.firth@greatheightstrust.org.uk

Welcome Letter

Dear Applicant,

I am delighted that you are considering the position of IT Infrastructure Manager offering the potential to shape IT across our Trust.

We are looking for a highly skilled individual who has the vision, drive, passion and energy to support and contribute substantially to our Trust's continued development, who will act as a Trust ambassador, both internally and externally.

This is a key time in our development. With five schools now within the Trust there is an opportunity to bring IT in-house rather than each school having an individual support provider. In the first instance you will be instrumental in migrating the current systems in to one tenancy exploring cloud-based usage and improving shared usage of files.

Initially the schools within the Trust will be supported by their current IT service providers but as these contracts come to an end you will be providing support for all. As the Trust expands you will have the opportunity to appoint your own technical staff/apprentices to undertake the day-to-day support work and build up your own department.

An external IT audit has confirmed that the schools are in a good place with IT but we are looking for an individual who can drive change forward and embrace new ways of remote working and cloud-based systems: someone who can take ownership for IT across the Trust.

We wish to support a candidate with the aspirations and skills to develop into an exceptional ICT Infrastructure Lead within the Trust. We are looking for a key member of the Trust Team: -

- who embraces the vision and values of the trust;
- who has a focus on education and can apply digital technology research to improve learning for all
- who has a strong business acumen and the tenacity to get things done;
- who inspires confidence from stakeholders and the executive trust leaders;
- who is an expert project manager;
- who seeks out new opportunities to continually improve and future proof IT for all;
- who has the highest expectations for their own performance and can inspire high standards by an uncompromising ambition.

The role of IT Infrastructure Manager is a pivotal appointment for the Trust. It is an exciting time to join us as we are poised to enter our next phase of growth.

This is a great opportunity for a committed individual who has a clear strategy for raising pupil attainment and to bring a fresh vision, accompanied by expertise and initiative to this critical role.

We hope that the applicant pack provided will give you all the information that you require. I look forward to receiving your application.

Best of luck to all.

Yours faithfully,

Mrs Amanda Bennett OBE
CEO Great Heights Academy Trust

Overview of the Position of Great Heights Trust

'Great Heights Academy Trust strives to always provide an inspirational, positive and welcoming environment where there is a sense of pride and fun and where everyone works together with confidence, enthusiasm and mutual respect'

The Trust Board and Local Governing Body are seeking a highly-driven and talented individual to join our thriving Multi-Academy Trust which is fully committed to making a difference to the life chances of our pupils. We are keen to hear from a skilled leader who has a successful background in IT and who is capable of playing a major role in our evolving plan to deliver exceptional provision for the children and staff in our communities.

The successful individual will have demonstrated a significant impact on IT management in their current role and will also possess the vision and drive to work in close partnership with The Trust to ensure our academies achieve maximum success for all those in its care.

The post would suit an individual who can oversee the management and set up of systems and then appoint a team who can carry out the day to day operational tasks.

About the Trust

The Trust currently comprises five primary schools, three in Calderdale (The Greetland Academy, West Vale Academy and Bowling Green Academy), one in Leeds (Raynville Academy) and one in Kirklees (Carlinghow Academy). **We are also currently in consultation for a further three schools to join in January 23.**

You will join a highly collaborative network of leaders and managers and receive support from a highly experienced central team consisting of CEO, Chief Finance Officer, Chief Operations Officer, Leadership Director and School Improvement Director, who all report to the Trust Board.

Great Heights Academy Trust is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. DBS checks are required for all posts.

This Trust vision drives both our School Improvement Strategy and our Strategy for Growth. Our mantra across our partnerships embraces the themes:

Great teaching and learning opportunities for all within the partnership

Real life opportunities to develop an understanding of the wider world

Enthuse a love of learning and mutual respect

Academic development to nurture potential for all

Thorough accountability

Education Endowment Foundation

USING DIGITAL TECHNOLOGY TO IMPROVE LEARNING
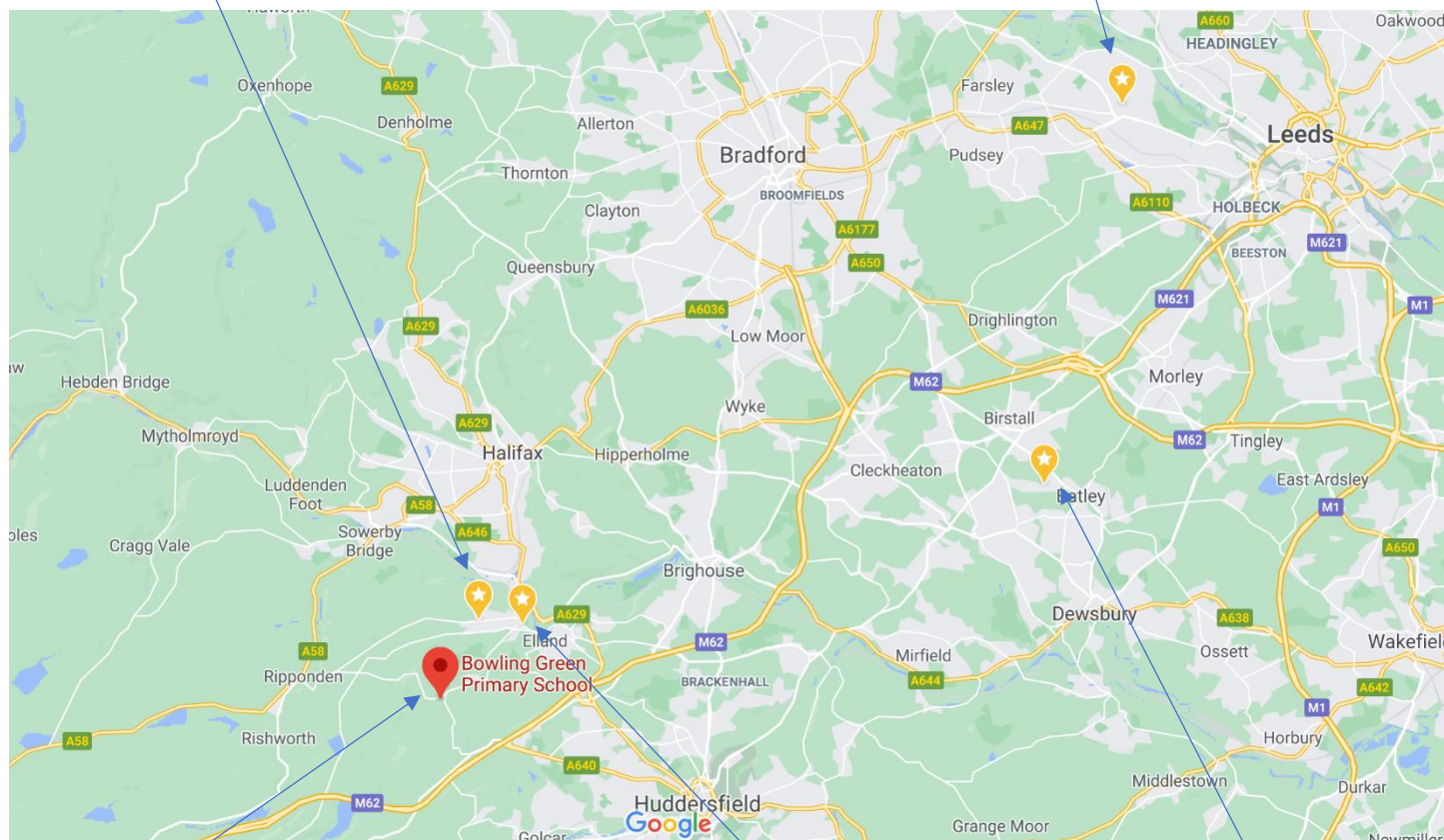Summary of recommendations

1 Consider how technology will improve teaching and learning before introducing it

- New technology can often appear exciting. However, it can become a solution in search of a problem unless it is introduced in response to an identified need. It is often useful to link the introduction of new technology to wider planning, for example, a review of assessment policy.
- Schools should consider the pedagogical rationale for how technology will improve learning. The principles of how to use technology successfully are not distinct from questions of how to teach effectively or how children learn.
- Without a clear plan for support and implementation, technology is much less likely to have an impact. This includes considering what initial training will be needed, what time and resources are required, and what ongoing support should be available.
- Decisions about whether to introduce technology should also include an analysis of the costs of implementing the technology, alongside the expected benefits. This should include both the upfront costs and any ongoing requirements.

2 Technology can be used to improve the quality of explanations and modelling

- Technology has the potential to help teachers explain and model new concepts and ideas. However, how explanations and models are conveyed is less important than their clarity, relevance and accessibility to pupils.
- Introducing a new form of technology will not automatically change the way teachers teach. The introduction of interactive whiteboards provides an example that highlights the need to consider the pedagogical rationale for adopting a form of technology, and for carefully planning the training required to enable teachers to use it effectively.
- Technology can help teachers model in new ways and provide opportunities to highlight how experts think as well as what they do, but may be most effective when used as a supplement rather than a substitute for other forms of modelling.

3 Technology offers ways to improve the impact of pupil practice

- Technology has the potential to increase the quality and quantity of practice that pupils undertake, both inside and outside of the classroom.
- Technology can be engaging and motivating for pupils. However, the relationship between technology, motivation and achievement is complex. Monitoring how technology is being used, including by checking that all learners have the skills they need to use it effectively, is likely to reduce the risk that technology becomes a tool that widens the gap between successful learners and their peers.
- Some forms of technology can also enable teachers to adapt practice effectively, for example by increasing the challenge of questions as pupils succeed or by providing new contexts in which students are required to apply new skills.
- Using technology to support retrieval practice and self-quizzing can increase retention of key ideas and knowledge.

4 Technology can play a role in improving assessment and feedback

- Technology has the potential to improve assessment and feedback, which are crucial elements of effective teaching. However, how teachers use information from assessments, and how pupils act on feedback, matter more than the way in which it is collected and delivered.
- Using technology can increase the accuracy of assessment, and the speed with which assessment information is collected, with the potential to inform teachers' decision-making and reduce workload.
- Technology can be used to provide feedback directly to pupils via programmes or interventions, but in all cases careful implementation and monitoring are necessary. Feedback via technology is likely to be most beneficial if it supplements, but is aligned to, other forms of feedback.

THE **GREETLAND** ACADEMY

RAYNVILLE ACADEMY

BOWLING GREEN ACADEMY

WEST VALE ACADEMY

CARLINGHOW ACADEMY

GREAT **HEIGHTS** ACADEMY TRUST

Job Description

Prime Objectives of the Post

Be responsible for the management, delivery and effective usage of ICT across the Trust. This will include the strategic planning, development and monitoring of ICT. Act as the principal technical authority for IT within the Academies ensuring all learners safely have access to appropriate digital technology

- To devise a vision for Education for the Trust's IT service, draw up a 3-5 year strategic plan for development, and be responsible for delivering that plan.
- Analyse the business requirements of all departments to determine their technology need
- Advise the members of the MAT of the best value and use of technology throughout academy operations
- Develop the IT networks and services
- Devise and establish IT policies and systems to support the implementation of strategies including the standardisation of digital filing arrangements
- Ensure that the IT services across the trust are implemented, delivered effectively and IT equipment is available and fit for purpose
- Co-ordinate the maintenance, installation and availability of the IT network(s) and resources
- Establish a successful trust-wide IT support provision

Main Duties and Responsibilities

Leadership & Management:

- To work under the COO, as part of the central MAT team, to provide and maintain the ICT Support Service in line with the Trust's strategies. Work with the CFO to ensure budgets are used efficiently and best value achieved
- Attend Central Team meetings and when required Trust Board meetings to report on all strategic management as required
- Negotiate and influence strategic decision making within the MAT Core Team
- Plan and manage change in accordance with the IT strategic plan/school development plan

Personnel:

- Appoint, line manage and appraise technicians/apprentices

Finance:

- To support project development and implementation and advise on procurement of all software and future developments of the IT infrastructure, including identifying, planning and costing upgrades/new purchases.
- Input and approve appropriate orders/invoices in line with the Trust's finance procedures

Infrastructure:

- Manage and ensure effectiveness of the Trust's IT infrastructure
- Maintain the email system and associated accounts/licences
- Manage and ensure optimal operation of servers, on both physical and virtual levels for the Trust, this including all Trust academies & designated bodies.
- Manage and ensure optimal operation of all network equipment, including routers, switches, UPSs, etc
- Manage and ensure effectiveness of security solutions, including firewalls, antivirus solutions, web filtering, etc
- Manage and ensure effective program distribution and installation in accordance with licensing provision

- Proactively monitor the status of IT infrastructure and flag possible issues due to age/faults, therefore minimising the risk of downtime
- Develop, implement and maintain to good industry practice, a comprehensive business continuity plan for technology. Ensure thorough backup procedures are maintained and regularly familiarise yourself with 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)
- Ensure IT infrastructure is suitable for 'Digital Services' (e.g. Wifi, virtual servers) and improved/changed where necessary
- To be responsible for strategic planning of ICT school support services to ensure that the Trust maximise the use of resources available
- To be responsible for the design, management and co-ordination of appropriate systems, including iPad/tablet roll-out programmes across the Trust as required
- Develop and maintain best infrastructure with input from the broadband service provider, ensuring security of the wide area network
- To determine the need for and arrange provision, analysis and evaluation of data for detailed reports, business cases etc.
- To plan, develop and design monitoring systems which compliment Trust policies and procedures

General Tasks:

- To support the administration of the network(s), across all sites to ensure that all user needs are met
- Maintain an inventory of all hardware and software
- Dispose of IT equipment at end of life correctly and keep records for presentation when required.
- To act as the principal technical authority for IT within the Academies
- To provide specialist support for the IT provision of the institutions within the MAT, coordinating maintenance and repair programs so equipment is accessible and available for use across the Trust
- To ensure quality and timely responses and resolutions to user incidents and requests.
- To provide advice, support, training and guidance to users
- To develop policies and practices, including asset management, monitoring network usage, other record keeping processes
- To effectively communicate IT issues to users to ensure users are aware and understand updates/issues relevant to their roles
- Take responsibility for key areas of the development of the IT infrastructure, including teaching and learning technology and MIS upgrades
- To support project development and implementation and advise on procurement of all software and future developments of the IT infrastructure, including identifying, planning and costing upgrades/new purchases
- Advise the MAT Core Team as appropriate by keeping up to date with technological advances in the use of IT and recommend ways in which the Trust can benefit from developments
- To be responsible for the design, management and compliance with the Data Protection Policy for the Trust.
- To undertake, with complete discretion and in confidence, tasks as directed which may be of a sensitive and confidential nature as required by Senior Staff.
- To provide advice, guidance and interpretation to the Board of Directors and Senior Staff in relation to policies and procedures, best practice guidance, legislation, National Standards and initiate appropriate action where necessary to ensure school's compliance.
- To develop and create for consultation, Trust-wide policies and procedures relating to ICT systems to compliment and proactively ensure that appropriate bodies have information / data available in required format and within appropriate time scales.
- To undertake research and obtain information on behalf of Senior Staff to assist with decision-making process.

- To actively promote the Trust and its services, and take a leading role where necessary and appropriate.
- To manage ICT capital projects in liaison with the relevant body.
- To identify, review and appraise ICT resources as required and take a lead in the management of resources as appropriate.
- To manage and review the procurement of ICT licences as required.
- To manage and review Service Contracts on behalf of the Trust in relation to ICT provision following tendering and procurement processes.

MAT Expectations:

- To act at all times as an Ambassador for the Academy/MAT actively promoting its values and vision with all stakeholders
- Be located at any site as necessary for the implementation and operation of this role
- To comply with Health and Safety policies, organisations statements and procedures, report any incidents/accidents/hazards and take pro-active approach to health and safety matters in order to protect both yourself and others
- All staff are expected to demonstrate consistently high standards of personal and professional conduct and maintain high standards of ethics and behaviour, within and outside the Trust
- Treat all pupils/staff with dignity, observe proper boundaries and understand that every adult in the Trust institutions has a responsibility to safeguard children and young people.
- To continue personal professional development as required
- Attend staff and other meetings and participate in staff training and development events as required
- To undertake such other duties and responsibilities as may be reasonably requested

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. This Job Description will be reviewed annually and may be subject to amendment or notification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks but sets out the main expectations of the Academy in relation to the post holder's responsibilities and duties.

PERSON SPECIFICATION

Qualifications and Training	E	D	I
5 GCSEs at Grade A to C (or equivalent) including English and maths	✓		A
Commitment to personal professional development	✓		A
BSC/BA in computer science, engineering or relevant field; MSC/MA; Cisco Certifications		✓	A
Professional development activities undertaken within last 2 years		✓	A
Experience	**E**	**D**	**I**
Proven experience of IT Manager or similar role	✓		A/I/R
Experience of initiating, leading and managing cultural change	✓		A/I/R
Experience in analysis, implementation and evaluation of IT Systems and their specifications	✓		A/I/R
Proficient technical experience in a range of hardware/software, including LAN/WAN networks	✓		A/I/R
Experience of providing IT support to a medium sized organisation, evidence of knowledge of operation protocols and network security	✓		A/I/R

Job Opportunity at Great Heights Academy Trust
IT Infrastructure Manager

	E	D	I
Experience of delivering training and/or advice on IT matters to a range of stakeholders	✓		A/I/R
Experience of controlling a budget and challenging VfM	✓		A/I/R
•Experience of working in the educational sector.		✓	A/I/R
Knowledge and Skills	**E**	**D**	**I**
Proven ability to create and lead ICT and infrastructure strategy and managing the service	✓		A/I/E
Good working knowledge of a range of IT software, hardware and other resources	✓		A/I/E
Understanding of networks, LAN, WAN and internet topologies, protocols and techniques together with proven technical background in desktop computers and peripherals.	✓		A/I/E
ICT literate with a working ability to use key IT software to present work to a high standard	✓		A/I/R
Able to problem solve both operational and strategic issues through a pragmatic and commercially sound approach	✓		A/I/R
Able to effectively plan ahead to anticipate problems and plan for worse-case and best-case scenarios	✓		A/I/R
Good communication (written and verbal) skills	✓		A/I/R
Knowledge and understanding of the application of IT to develop teaching and learning		✓	A/I/R
A knowledge and understanding of Data Protection/GDPR law and relevant good practice		✓	A/I/R
Knowledge of safeguarding responsibilities within an educational environment and 'Keeping Children Safe in Education.		✓	A/I/R
Initiative & Circumstances	**E**	**D**	**I**
Excellent project management and organisational skills	✓		A/I/R
Enthusiasm and initiative – along with the ability to be calm and efficient under pressure	✓		A/I/R
Good interpersonal skills and an ability to develop and maintain effective working relationships with all stakeholders.	✓		A/I/R
Ability to work independently and manage time effectively.	✓		A/I/R
Ability to lead on activities and contribute as a team player.	✓		A/I/R
Flexibility and a willingness to work outside the normal working patterns when required.	✓		A/I/R
Full Current Driving Licence and use of a car which is insured for business use	✓		A/I/R

Specific technical knowledge. Below is a list of some technologies and solutions. Please indicate in your application if you have a good working knowledge or experience of any of these applications:

- VMware vSphere and Hyper-V
- Knowledge of SAN/NAS/Hyper-Converged technologies
- Microsoft Server 2008R2/2012R2/2016/2019 + SQL
- Networking skills inc LAN/WAN/VPN/Switching
- Sophos AntiVirus
- Microsoft Office 365
- Microsoft System Center Suite
- Wireless networking and controllers
- Microsoft InTune and Meraki MDM solutions
- Smoothwall UTM and internet filtering
- Microsoft Exchange
- Microsoft Remote Desktop
- Server and storage hardware
- Network routing and switches

It would also be advantageous to have an understanding of:
- Capita SIMS
- Intergris
- Arbor
- Cashless Systems, Parent Pay
- CCTV systems
- Print management software e.g. PaperCut
- VOIP telephony systems

09

How to Apply

Please read the specification carefully.

You must ensure that you address the criteria outlined in the person specification when completing the application form, giving examples where appropriate.

Legend to criteria:

E - Essential
D - Desirable
I - How identified

Means of identification:

A - Application form
I - Interview
E - Exercise (assessment)
R - Reference

Great Heights Academy Trust is committed to safeguarding and promoting the welfare of children and young people and we can expect all staff and volunteers to share this commitment. Offer of appointment is subject to a satisfactory Enhanced DBS Disclosure and references.

Application Timeline	
Application forms to be submitted by	Monday 29th August 2022– 10.00 a.m.
Shortlisting and reference requests	w/c 29th August 2022
Proposed Interview Panel members will include representation from the Trust Board, Central Trust Team and an IT Manager from another Trust.	w/c 1st September 2022