

Job Description

Role:	ICT Manager – Technical Operations
Responsible to:	Director of Operations
Location:	Alumnis Multi Academy Trust (to work at any of the schools within the Trust at any time or for any period as directed by the Director of Operations.)
Grade:	F
JE Job Number:	G.2017-4
Hours:	37 hours per week, 40 weeks

Job Purpose

The postholder will be responsible for managements of the Trust's ICT operations, which are essential to both to the delivery of the curriculum and to the business functioning of the operational support area. Reporting to the Director of Operations and working to the ICT Vision and Development Strategy, you will also be required to develop excellent working relationships with the Trust Headteachers. The key to success in this role will be understanding the provision of business needs, evaluating and improving contracted services across the Trust and active engagement with our Headteachers and their academic leadership, to ensure that Alumnis Multi Academy Trust has first-class, reliable ICT provision at all times.

Main duties and responsibilities:

General

The role embraces advising on, developing, planning and implementing operational infrastructure across the Trust and for ensuring that the systems are safe, robust, reliable and cost-effective. This will entail managing an ICT Risk Management Policy, delivering high levels of service at the user interface, ensuring functional capability and overseeing IT architectural integration. The post holder needs to plan and to manage programmes to update equipment in a manner that causes minimum disruption to the day to day running of the Schools. You will be responsible for developing and managing a team of ICT staff.

You will have the following key areas of responsibility:

- Ensuring the operational delivery of the Trust ICT Strategy
- Ensuring that pupils can use ICT safely
- Integration of the Trust's ICT infrastructure and systems
- Working with project sponsors to deliver development and delivery
- Providing or supporting reliable ICT services for teaching and learning and support areas e.g. Organisational Units, Operations and HR.
- To coordinate and monitor effective digital security, cyber security and data security
- Hardware and software audit, outlook and planning
- Software licencing assurance
- Data analysis, reporting and support for the Director of Operations on ICT performance
- Coordination with academic colleagues to promote the use of technology within teaching and learning
- Supporting pupil and staff training
- Telecoms, reprographics and digital communications procurement strategy
- Provision of management information on the performance of IT systems across the Schools

Operationally Supporting Strategic Development

Working with the Director of Operations you will develop the technical ICT operations, monitor, review and implement a cohesive, effective Trust-wide IT strategy that addresses the needs of the Trust as a whole and supports the specific requirements of individual schools. The technical strategy should take into account best practice and latest developments in IT tools, technologies and services alongside the development of appropriate educational approaches to support improved learning outcomes.

Responsibilities:

- Planning, advising of inherent risk and securing agreement for the Trust's on-going budgets for ICT hardware and software
- Managing the technical update and repair provision through the Trust Helpdesk
- Providing high quality and effective network infrastructure strategy designed to address Trust priorities
- Managing change control across the Trust's IT services while coordinating, advising and informing other departments of their responsibilities within planned projects
- Implementing and maintaining the virtual server strategy, maximise support for the needs of each school, and the Trust's team;
- Safely integrating cloud services into the Trust-wide IT infrastructure;
- Enable effective communication, through a range of different technologies, across the Trust and within each school;

- Effectively manage the use of Trust-provided hardware and personally owned portable devices, advising the Director of Operations on the Trusts strategic development;
- Support the use of rich-media across the Trust and within each school;
- In addition to contracted services, support administrative data and information systems so that they can be used effectively across the Trust as a whole and within each specific school;
- Ensure the provision of effective support of all IT Systems and Services across the Trust;
- Provide termly reports and briefing documents to the Director of Operations and Board of Directors as requested;
- ensure that senior colleagues are provided with appropriate briefings about important, new technologies that could be used within the Trust to support learning, teaching and administration activities;
- ensure that staff, students and parents are kept up to date with developments in IT.
- Integrate third party systems and software to work safely with the Trust's main operating systems;
- Managing all technical aspects of the Trust Websites

Policies and Practices

Develop, monitor, review and implement best practice IT policies and practices that enable staff and students within the Trust to have confidence in, and make safe and effective use of, the IT tools, technologies and services available to them.

Working with the Director of Operations to maintain and further develop:

- Trust-wide policies that ensure best practice across the Trust as a whole and within each school, taking into account the needs of each school and Ofsted inspection compliance.
- Trust-wide practices, arising from the policy development process, that support the effective use of IT across the Trust as a whole and the work of each specific school
- Effective policies and practices, in liaison with the Designated Safeguarding Leads in each school, that help ensure the protection of children and young people within the Trust;
- Effective data protection and GDPR policies and practices;
- Effective Health and Safety policies and practices, in liaison with the Director of Operations / Premises Staff;
- Effective financial management practices;

PROCUREMENT

Develop, monitor, review and implement accessible Trust procurement of ICT- related hardware, software and services ensuring effective outcomes and best value for the Trust.

Working with the Director of Operations, CFO and Trust Administrative Team to:

- Provide an asset renewal strategy
- lead the procurement of IT hardware, software and services for the Trust being mindful of the needs of the Trust as a whole and the specific and individual requirements of each school;
- to advise on the delivery and procurement for the Trust's digital strategy (currently the Chromebook Strategy);
- lead the procurement of all telecom systems;
- lead the procurement and management of all reprographic systems;
- further develop a procurement strategy aligned to the Trust-wide IT strategy, taking into account the procurement strategies and activities of other groups across the Trust;
- deliver best value procurement for all hardware, software and services.

STAFF MANAGEMENT

You will be responsible for managing and supervising the operations of the Trust's ICT Team to ensure the effectiveness of the Trust-wide ICT provision in consultation with the senior leadership within the Trust. As part of that role, you will

- Advise and assist in recruitment for the Trust's ICT Team;
- ensure that an appropriate professional development programme is provided for all members of the School ICT Team;
- ensure annual staff development reviews are undertaken;
- develop and update job descriptions to take into account new requirements and the changing teaching and learning environments within the Trust

Training

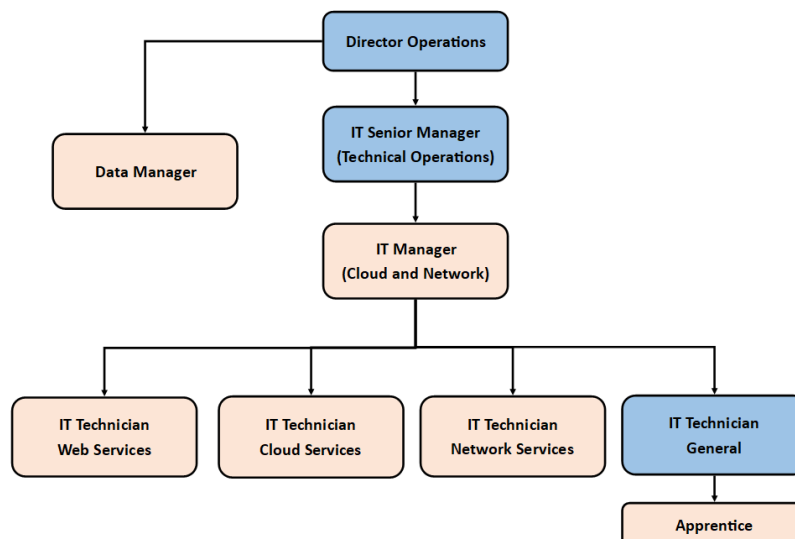
All staff are required to attend the relevant INSET days throughout the academic year. Preparedness to undertake such training and professional development as required in order to stay abreast of legislation and developments relevant to the post.

PERSON SPECIFICATION

Attribute	Essential	Desirable	Assessment
Education and Training	<ul style="list-style-type: none"> Can demonstrate significant experience in the IT Industry with transferable skills and knowledge appropriate to the education sector. Good general education with excellent numeracy and literacy skills Training on GDPR and the Freedom of Information Act 	<ul style="list-style-type: none"> Educated to degree level, with a relevant post graduate certificate in technology, with a genuine interest in education. 	<ul style="list-style-type: none"> Application form Interview
Management and Experience	<ul style="list-style-type: none"> Line management of a small team Broad IT generalist, but you will have an in-depth knowledge of at least two of the following: communications; data management; infrastructure; media management; systems and software integration. Strong understanding of running an ICT function in a large academic, or complex, environment and the impact that this can have on daily operations; especially when going through change. Experience of working in an education environment 		<ul style="list-style-type: none"> Application form References
Communication	<ul style="list-style-type: none"> Excellent written and verbal communication skills. Ability to fulfil all spoken aspects of the role with confidence and fluency in English. A track record of building relationships with all levels of stakeholders. 	<ul style="list-style-type: none"> Excellent coaching skills 	<ul style="list-style-type: none"> Interview
Personal Qualities	<ul style="list-style-type: none"> Ability to maintain confidentiality 		<ul style="list-style-type: none"> Interview Interview task

	<ul style="list-style-type: none"> • Ability to work under pressure • Diplomatic • Tactful 		
Finance	<ul style="list-style-type: none"> • Significant experience of multiple project delivery with significant budgetary management. • Experience using cost reviews to release actual financial savings through procurement strategy and operational management that enables an organisation to function effectively. 	•	<ul style="list-style-type: none"> • Interview
Equal Opportunities	Alumnis MAT and its staff have a Statutory obligation to implement anti-discriminatory and equal opportunities when carrying out their duties.		<ul style="list-style-type: none"> • Interview
Physical	Able to carry out the duties of the post with reasonable adjustments where necessary. Full UK Driving Licence, and access to a vehicle.		<ul style="list-style-type: none"> • Health assessment
Other factors	Commit and conform to Alumnis Policies and Code of Conduct		<ul style="list-style-type: none"> • Interview

Reporting Structure:



1. Supervision and Management:

The IT Senior manager will line manage the IT Team. Overtime the positions under this role will grow. At the time of writing the position will have one IT Technician who will be fully managed and developed. The IT Senior Manager will work under the Director of Operations and have responsibility to realise the technical operations side of the Trust IT vision. The Trust is located across 7 schools and one central office. This role will be responsible for the ICT technical operation and development of all sites.

2. Creativity & Innovation:

This role will require the post holder to translate the ICT vision into reality through creative thinking, research, market testing and contract procurement.

The post holder will be required to understand and develop current policy and manage changes to develop the policy across the Trust presenting technical work to the Board if necessary. The work is supervised and approved by the Director of Operations in relation to the Board agreed ICT Vision and Strategy.

The post holder would be responsible for sourcing specialist contractors as agreed by the DO and CFO and quality checking their work.

The postholder would deliver the technical policy of the Trust to ensure compliance across all areas from Cyber security to data protection and disaster recovery.

The postholder will require good communication skills to enable the successful completion of their work.

The postholder will be required to problem solve all areas of need as they will be the last line of technical provision in the Trust before engaging consultancy work.

The daily workflow for the postholder will be self-governed, working towards the overall objective on a reliable ICT provision.

3. Contacts & Relationships:

Communications will include:

Preparing information for the Board of Directors.

Presenting and agreeing an accurately costed development plan for approval by the DO and the CFO.

Communications will/could include:

Supporting staff need and understanding barriers to provision.

Supporting the IT Technician in providing an excellent service to the Trust stakeholders.

Negotiating contracts and process with suppliers.

Working with the Trust Finance team to procure services and supplies.

On a daily basis the postholder will be a forward-facing public representative of the Trust, dealing with all levels of Trust personnel.

4. Decisions - Discretion:

In line with the Trust Vision and remit as agreed by the DO, the postholder will work on their own initiative to secure success. They will be required to report on workflows and seek approval for financial commitments.

They will manage the decisions made inside the IT department under the remit of current policy.

5. Decisions - Consequences:

The postholder's decision making will provide cost effective operations across the Trust and save money where possible. The post holder will be working under the authority of the DO and the CFO and the consequences of inherent risk will have been advised as projects mature. The post holder will not make financial decisions without them being signed off by the SLT.

6. Resources:

The postholder will be responsible for the upkeep, maintenance and retirement of ICT assets in a timely manner. They will not have direct responsibility for assets unless they are in the IT teams care – and this responsibility would be shared by the IT team.

The postholder would be ultimately responsible for the technical operation of the Trusts IT platforms, instances and assets.

This post would not have any financial capacity without authorisation.

The postholder would be responsible for the ICT department's workstation and its security and upkeep.

The postholder would be responsible for ensuring good advice has been given regarding data backup, especially relating to Trust business.

7. Work Demands:

To maximise the Trust 'up time' will require rapid response to interruptions and the capacity to prioritise actions against immediate business need. The post holder will need the expertise to understand the order of operations and have the capacity to communicate with multiple stakeholders / contractors to ensure expedient recovery when systems are down.

8. Physical Demands:

The postholder would be required to manage the delivery, relocation or removal of ICT equipment. Generally attending a site requires some physical effort however, larger tasks could be delivered by the IT team.

9. Working Conditions:

There may be cause to work some unexpected antisocial hours in order to reinstate services. The post holder will also be required to work in the Central office and in all school settings, in server rooms and wherever IT equipment is located.

10. Work Context:

The vast majority of work should be office or classroom based. The condition may be dusty or warm due to the nature of IT asset location.

11. Knowledge & Skills:

It is essential that the post holder can demonstrate a high working knowledge and experience applying that knowledge in all ICT services from Cyber security, voice communications and the reduction of reprographics needs. The postholder should have sustainability and the reduction of costs as a key priority in their role. This post would favour proven experience and a track record of successful operations development over qualification. The post holder would be required to have experience in all

aspects of the role with no weaknesses which would expose the operation of the Trust to attack or failure beyond inherent risk.

GLPC profile:

SUP	CRE	CON	DEC DIS	DEC CON	RES	WK DEM	PHYS DEM	WK COND	C TXT	K&S	Score
3.1	3	4	3	2	1	2	2	1	1	4	444