

JOB DESCRIPTION

Job Title: IT Manager

Salary: Band H (Starting at £38,296)

Hours of work: 37 hours per week, 52 weeks per year

Base: Central team offices and based in Trust schools

Line Manager: CFO

Purpose of the Role:

MAIN DUTIES AND RESPONSIBILITIES

General and Operational

- Responsible for day-to-day technical oversight and management of IT in line with The Trust's stated policies, ensuring the Trust's sites can operate IT related activity in a safe and high-quality environment for teaching and learning and operational activity.
 - Contribute to the design, development and implementation of working practices and procedures that enhance the impact of IT services in the efficient delivery of management information that supports the teaching and learning within the MAT.
 - In conjunction with the CFO and Head of Operations review and develop policies and operational procedures to assist with ICT management, including supportive practice to ensure UK GDPR compliance.
 - Be flexible to working hours to accommodate whole Trust operation.
 - Ensure a system is in place for monitoring and ensuring IT systems are operational, including at evenings and weekends when required.
 - Day to day line management responsibility of IT Support including recruitment, induction, training, and mentoring; ensuring duties are undertaken in an efficient and professional manner.
 - Ensure health and safety requirements are met including risk assessments and method statements for both staff and third parties.
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Network and ICT Specific

- Develop and grow an effective and resilient WAN.
 - Establish and maintain an effective working relationship IT colleagues and providers and work with them to ensure that there is an understanding and clarity of the post holder's and the wider team's specific areas of responsibility and accountability.
 - Maintain a secure IT environment across the Trust, in line with DfE and NCSC guidance, by both ensuring the technical solution is secure and by working with users to maintain awareness through training, engagement and policy.
 - Provide a proactive, visible, and engaging IT Service to the Trust, based on building long-term trust and relationships.
 - Lead on the identification, management and implementation of suitable hardware and software solutions.
 - Responsible for the Trust's network management, implementation, and maintenance of the network infrastructure across the trust's sites including cabling, switch management and wireless APs.
 - Responsible for the Trust's server management: maintenance, updates, general upkeep and running of all the physical and virtual servers.
 - Responsible for monitoring and maintenance of Trust-wide computer workstations (desktops, laptops, iPads, iMacs, MacBook Pros, and peripherals) including both hardware and software problem resolution.
 - Manage Trust data both onsite and offsite including the management of data backups, user disc quotas, organisation of shared drives and folder permissions.
 - Manage the main operating systems including Active Directory and Group Policy, Office 365, Google Workspace, Apple School Manager, MDM technologies, Lightspeed (and our filtering solutions) and printer services and trust photocopiers. OS and application management including workstation builds, license management, the creation and roll out of packages, application updates and maintenance of all IT systems and packages.
 - Oversee the management of any iPad rollouts and daily support to students and staff.
 - Develop and provide a central Helpdesk and remote support provision for all schools in the Trust, allocating support requests to the most appropriate IT Professional for resolution.
 - Ensure that the Trust's academies are supported with both physical visits and a remote support service.
 - Oversee, and work with the IT Professionals to manage, develop and update trust systems.
 - To work with and support trust colleagues, leadership, and governance with the introduction of any new software.
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- Ensure ICT safeguarding practices by managing and deploying effective internet filtering systems and promoting and utilising classroom monitoring software.
 - Manage and maintain the telephone and broadband systems, including supporting the CFO and Head of Operations in setting up of new contracts.
 - Responsible for the implementation of security measures to ensure a secure network. This includes applying appropriate computer and user policies, deploying, and maintaining antivirus software and ensuring servers and workstations are installed as necessary updates.
 - Be responsible for the specification and management of ICT operational SLAs, contracts, licences, including any leasing arrangements.
 - Develop, implement, and monitor ICT supplier performance against agreed service level agreements and deadlines supporting the CFO and Head of Operations in taking appropriate action when suppliers underperform.
 - Tender for cost effective relevant products and services.
 - As required, liaise with third party support organisations to resolve support issues with both hardware and software.
 - Monitor the effectiveness of the ICT provision and implement/advise on improvements as required.
 - Produce and maintain an IT asset register which is fully costed for audit and insurance purposes.
 - Produce and implement a depreciation and replacement plan for all trust sites.
 - Produce reports, including KPIs, for the Trust's Executive Team as required.
 - Maintain records of problem investigations and resolutions, recording all major changes made to the network.
 - Manage network downtime to allow for network updates and any infrastructure changes.
 - Forecast and plan the budget for a three and a five-year cycle with the CFO and CEO.
 - Ensure data management related to IT is compliant with UKGDPR and advise the DPO of any breaches.
 - Introduce and seek future technologies to ensure the Trust can deliver its vision.
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General

- Comply and assist with the development of policies and procedures relating to health, safety, data protection and confidentiality, reporting all concerns to an appropriate person.
- To adhere to the Trust/academy Health and Safety Policy including risk assessment and safety systems.
- Participate in training opportunities and professional development as required.
- Support the Trust's academies at events as and when required.
- Develop constructive relationships and communicate with other agencies/professionals.
- Contribute ideas on new and innovative business opportunities that could improve the effective functioning of the Trust.

Trust

All Multi Academy Trust staff are expected to:

- Undertake other such reasonable duties as may be required from time to time.
 - Work towards and support the vision and the objectives of Development Plans.
 - Support and contribute to the MAT's responsibility for safeguarding students.
 - Work within the MAT's Health and Safety policy to ensure a safe working environment for staff, learners, and visitors.
 - Work within the MAT's Diversity Policy to promote equality of opportunity for all learners and staff, both current and prospective.
 - Maintain high professional standards of attendance, punctuality, appearance, conduct and positive courteous relations with students, parents, colleagues, Members, Trustees, and members of Local Governing Boards always.
 - Actively engage in the MAT's performance management process and take responsibility for their own professional development.
 - Adhere to MAT policies and procedures as set out in the staff handbook and other guidance documentation which is available to all staff via the trust networks.
 - This job description should be seen as enabling rather than restrictive and may be subject to regular review to reflect the changing priorities and objectives of the annual MAT Development Plan.
 - All staff of the MAT are expected to comply with any reasonable request from a leader to undertake work of a similar level and/or type that it is not specified in this job description.
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Inspiring Futures Through Learning is committed to safeguarding and promoting the welfare of children. All employees are expected to share this commitment, to follow the Trust's safeguarding policies and procedures and to behave appropriately towards children at all times, both in work and in their personal lives.

All school-based posts are defined as Regulated Activity and therefore this post is subject to an Enhanced with Barred List Criminal Records Bureau check.



Person Specification	Essential	Desirable
Qualifications and Experience		
Educated to degree level or able to demonstrate equivalent knowledge through relevant experience in a computing/IT related discipline	Y	
IT professional qualifications – Microsoft, CISCO, ITIL	Y	
Evidence of continuous professional development	Y	
Experience		
Experience in an IT Manager role	Y	
Experience maintaining a Windows domain environment – AD, Group Policy, DNS, DHCP	Y	
Experience implementing and managing Microsoft Server	Y	
Experience using and managing Office 365/Azure AD	Y	
Experience working with and managing network infrastructure e.g., switches, data cabling, VLAN's, wireless networks	Y	
Experience of developing a WAN	Y	
Experience managing projects and delivering IT strategy within strict budgets	Y	
Experience working with Microsoft Office applications	Y	
Experience of network monitoring and diagnostic tools	Y	
Experience of VEEAM or similar backup solutions, back up principles and disaster recovery obligations within a multi-site organisation	Y	
Experience of managing a network helpdesk system	Y	
Experience of managing Apple products including iMacs and iPads in an educational environment and experience of using MDMs (e.g., JAMF)	Y	
A good understanding of cybersecurity requirements	Y	
An understanding of data protection principles and compliance requirements as part of UK GDPR	Y	
Understanding of certificate management	Y	
CCTV and door access configuration		Y
Domain and website hosting		Y
Experience working with education specific software, e.g., Brom Com		Y
Experience of working in the education sector		Y

Knowledge and Skills		
Strong interpersonal and communications skills	Y	
Time management skills and the ability to meet project deadlines	Y	
The ability to prioritise and delegate effectively	Y	
Ability to effectively coach, appraise and mentor others	Y	
The ability to convey information clearly, accurately, and succinctly and adjust to the audience's needs and requirements	Y	
Proven track record of making and implementing essential changes	Y	
Proven creative problem-solving skills	Y	
Child Protection and health and safety legislation	Y	
Professional Characteristics		
Ability to build and form good relationships with colleagues, learners and stakeholders	Y	
Ability to work flexibly to meet deadlines and respond to unplanned situations	Y	
Responsible for own priorities and committed to a high standard of service	Y	
Challenges existing thinking and generates new ideas	Y	
Promotes an inclusive culture	Y	
Special Circumstances		
To provide evening and weekend cover where required	Y	
Will be required to work at other sites as part of Trust work	Y	