

JOB DESCRIPTION
IT MANAGER



Hours: All year round 37 hours per week.

Salary: John Masefield High School pay scale HC8 starting salary £33,945 pay award pending

Organisational information:

Responsible to: School Business Manager

Responsible for: IT Systems and Infrastructure

Functional links: Senior Leadership Team; external support agencies, external hardware and software suppliers

Main Purpose of Job:

The IT Manager will be responsible for overseeing the school's IT infrastructure, ensuring the smooth operation of all IT systems, and supporting staff and students with their IT needs. This role is crucial in maintaining the technological backbone of the school, enhancing the learning environment, and ensuring data security and compliance with relevant regulations.

Main Responsibilities / Accountabilities:

IT Infrastructure Management:

- Oversee the installation, configuration, maintenance and disposal of hardware and software.
- Manage network infrastructure, including servers, routers, switches, and wireless access points.
- Ensure the availability and reliability of the school's IT systems.
- Manage printing, CCTV, cashless catering, phone systems and access control.

Technical Support:

- Ensure provision of technical support to staff and students, resolving IT issues promptly.
- Conduct training sessions for staff and students on the use of IT systems and software.
- Maintain an IT helpdesk and manage support tickets.
- Be on call for critical incidents and those needing immediate response.
- Act as a keyholder.

Data Security and Compliance:

- Implement and maintain data security protocols to protect sensitive information.
- Ensure compliance with GDPR and other relevant regulations.

- Conduct regular audits and risk assessments such as cyber-essentials.
- Design and implement the school's security and back-up systems and plan disaster recovery contingencies to enable an efficient return of service after any unforeseen system outages.
- Provide training resources for staff in good cyber security practices.

Resource management:

- Line manage the school's IT Support Staff.
- Ensure that legal and contractual obligations relating to IT resources, software licensing, systems and services are met.

Project Management:

- Lead IT projects, including upgrades and new installations.
- Collaborate with external vendors and service providers.
- Plan and manage the IT budget and ensure cost-effective solutions.

Strategic Planning:

- Develop and implement the school's IT strategy in alignment with educational goals.
- Stay updated with the latest technology trends and recommend improvements.
- Plan for future IT needs and scalability.
- Advise the SLT on emerging technologies as appropriate.

Other factors:

This Job Description covers the main duties and responsibilities of the job and will be subject to review and amendment, in consultation with the post holder, to meet the changing needs of the school.

Other activities commensurate with this Job Description may from time to time be undertaken by the post holder.

**PERSON SPECIFICATION
IT MANAGER**



	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications	<ul style="list-style-type: none"> Bachelor's degree in Information Technology, Computer Science, or a related field, or minimum 5 years experience in a similar role. 		Certificates References
Experience	<ul style="list-style-type: none"> Proven experience in IT management, preferably in an educational setting. Strong knowledge of network and Microsoft systems administration. Experience with data security and compliance regulations. Proven track record of delivering projects on time and in budget. 	<ul style="list-style-type: none"> Experience of Citrix would be an advantage, but not required. GDPR and Data Protection knowledge and experience. Experience of training end users in software. 	Application Form Interview
Skills and Abilities	<ul style="list-style-type: none"> Excellent problem-solving and communication skills. Good oral, written and numeracy skills. Strong leadership and organisational skills. Ability to work independently and effectively within a team. Able to work flexibly and meet deadlines whilst remaining calm under pressure. Proactive and able to find innovative IT solutions. Willing to learn and undertake relevant training and CPD. 		Application form Interview References
Other Factors	<ul style="list-style-type: none"> Commitment to working with young people. Willingness to work in support of the inclusive ethos of the school. DBS clearance at Enhanced Level. 		Application form Interview References