IT SERVICES MANAGER

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Advertisement

IT SERVICES MANAGER
Permanent

Hours of Work 8am - 4pm (Fridays 8am - 3.30pm)
37 hours per week. 52 weeks per year.

Tove Learning Trust Band I/J - £29,439 - £37,261
Grade I (core) points 22 to 26
Grade J (enhanced) points 27 to 31

Actual annual starting salary: £29,439 per annum, pay award pending.

We are seeking to appoint an experienced, enthusiastic and committed IT Services Manager to join the IT department. The successful applicant will be responsible for the day-to-day management of the team and oversee the efficient and effective operation and future planning of our IT infrastructure across the school site.

You will join a school and trust team of staff who share the passion to develop students' learning with strong subject knowledge, who are committed to providing the best learning opportunities possible for the students of Lord Grey Academy.

The successful candidate will need to work flexibly when the work dictates due to projects or situations that require resolution to maintain the operation of the IT network across the campus.

A vacancy booklet, information for candidates booklet and the application form are all available on the vacancies section of Lord Grey Academy's website: http://www.lordgrey.org.uk/general-information/vacancies/

Please note the application form and information for candidates booklet are available on the right hand side of the above link. Details on how to apply for this post are in the How to Apply Section of this booklet.

Completed application form and covering letter should be submitted to Human Resources at Lord Grey Academy or emailed to hr@lordgrey.org.uk by 9am on Monday 4th December 2023. Interviews will be held on Thursday 7th December 2023.

Only successfully short listed candidates will be contacted.

Join an Academy on a rapid journey of improvement as part of a highly supportive and growing MAT. Lord Grey joined Tove Learning Trust in April 2018 and is situated in Bletchley on the outskirts of the growing city of Milton Keynes. The right candidate will join us on our exciting journey to providing a great education for our amazing students as we prepare them for adult life. There is a great team to work with who are already on the path to making changes that will shape the future of the Academy.

Tove Learning Trust
The trust is committed to ensuring that all students achieve as highly as possible and we work hard to offer stimulating environments that enable every learner to progress and flourish. We have a small central team and a committed Board of Trustees that are focused on delivering outstanding outcomes. We aim to have academies that are excellent communities of learning where students thrive on success. There are seven secondary schools and one primary school in this growing Trust.

The school is committed to safeguarding children. The successful applicant will require an enhanced DBS check.

JOB DESCRIPTION

Role: IT Services Manager
Responsible to: TLT Head of IT / Associate Principal
Based at: Lord Grey Academy
Hours: 37 hours per week, 52 weeks per year
Grade: Grade I (core) points 22 to 26
                          Grade J (enhanced) points 27 to 31

Job Context

As at September 2023, the Trust consists of thirteen academies across Northamptonshire, Buckinghamshire and the West Midlands, comprising of seven secondary and three primary academies.

The IT Services Manager role will be based at Lord Grey Academy and provide the infrastructure, hardware and software support required to the school community. In addition, there is a requirement to actively participate in the central services element of the role across the Trust. The IT Services Manager will work as part of a team across the trust who will ensure safe, efficient and effective operation and maintenance of IT and digital services in the trust schools. Opportunities to develop a specialism that allows the trust to function as a central service in a number of other technologies including but not limited to network management, security, software, telephony, print management and social/ digital media will be available

Key Responsibilities
- In conjunction with the TLT Head of IT, support, manage and deliver the Trust's IT strategic plan by participating in trust wide initiatives
- Manage the IT Service and networks in Lord Grey Academy to optimise the user experience and adapt to align with the way the Trust delivers its IT service to ensure the best possible service delivery
- Manage one or more IT Technicians and jointly ensure the team as a whole is progressive, motivated and well equipped to offer a high quality level of service at both school level or across a trust team
- Develop and maintain the trust wide Service Desk system

Job Description

Responsibility area 1 - IT Strategy
1) Support the TLT Head of IT by being a key player in the development of the Trust's technological advancement ensuring students across the trust have access to the best tools possible to enhance their learning experience
2) Help to, and individually manage the effective implementation of projects and Trust/School IT initiatives
3) Contribute to the overall ethos, work & aims of the trust schools. Be aware of Trust's, individual school and government policies and deliver the IT service in accordance with these
4) Manage the IT budgets at school level and ensure this aligns with the trust wide IT Development Plan to maximise efficiency, value for money and eliminate duplication of resources

Responsibility area 2 - Lord Grey Academy IT Service management

5) Provide detail knowledge of the schools technological resources and plan effectively for their replacement and advancement in line with the trust policies
6) Consult with and assist the TLT Head of IT regarding the procurement of all IT equipment and consumables to include all supplier negotiations and stock auditing
7) Manage and maintain the schools' wireless network and ensure all users have the highest quality experience wherever they are in the school
8) Oversee the management of classroom management software and ensure data around usage in this area is consolidated at Trust level
9) Maintain access for whole school information systems such as SIMS/Go4Schools / ClassCharts / ShowMyHomeWork etc
10) Liaise with partners and external suppliers of the school on IT related issues and ensure the school complies with its obligations of GDPR with third party users of our data
11) Assist with the technical upgrade, implementation and training for SIMS / Insight / Go4Schools / Google Classroom / Office 365 platforms
12) Be responsible for the school's audio-visual systems ensuring all classrooms have the appropriate provision when they need it and that it is well maintained and working effectively
13) Manage local and trust wide IT projects as required, including the installation and configuration of new and existing IT equipment in base school or any other trust school if requested
14) Carry out repairs and maintenance to school and trust hardware to maximise the efficiency of equipment
15) Ensure the correct disposal of damaged and un-repairable equipment (WEEE) and that the school meets its recycling duties in line with current procedures and legislation
16) Manage and maintain the school's network cabling infrastructure
17) Be responsible for the assessment of new education builds: including effective implementation and functionality
18) Ensure an up to date inventory is maintained of all school IT equipment
19) Manage school's IT equipment cleaning programme to include computers, laptops and data projectors
20) To assist with the production of an annual audit of the IT equipment for the TLT Head of IT

Responsibility area 3 - IT Management & Service desk support

21) Line manage the IT Technician in base school and potentially other technicians in a trust school who is linked to the IT Services Manager for a particular service area
22) Provide support, training and development opportunities to the IT Technician(s) in order that they can cover for the IT Services Manager role in their absence
23) Contribute to the initial and continual development of the Trust's Help Desk system and associated processes that ensures requests for work are prioritised and completed in line with the Trust's IT Support Function's standards
24) Engage with and work towards achieving and maintaining ITIL recognised standards of support within the Trust's IT Support Function
25) Provide a high quality of user support to include:
    a. Trouble shooting on hardware and software issues
    b. Classroom Management Solutions (i.e. AB Tutor/Impero/Senso)
    c. Google applications
    d. Social Media platforms
    e. Relevant software packages
    f. Desktop support
    g. Peripherals support
    h. VOIP phone support
    i. Install software as required and expected standards

Responsibility area 4 - General

26) Carry out all problem solving, changes, configuration, availability, capacity and continuity processes
27) Actively pursue training and accreditation on agreed plans for the school network and system developments and upgrades including software
28) Participate in training and other learning activities and performance development as required
29) Recognise own strengths and areas of expertise and use these to advise and support others
30) Take responsibility for own professional development, continually keep updated about new initiatives in educational IT and contribute to the school as a learning organisation
31) To contribute to the Health and Safety of pupils and other staff in accordance with Health and Safety regulations and DSE legislation
32) Comply with and assist with the development of policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person

Enhanced Role

1) Under the direction of the TLT Head of IT, lead on a project or area of specialism across the trust and become the Champion of that area.
2) Provide knowledge and expertise in this area and be the designated person for these queries on the Service Desk.
3) For the specified area, play an active role in the research, development and implementation of new systems or equipment required by the Trust.
4) Lead a team of one of more IT Technicians who will support in this area.
5) Produce reports relating to the key performance indicators of this specialism for the TLT Head of IT for presentation to the Board of Trustees.
6) In the event that specialist services are required by other schools in the trust, lead on the implementation and training of such services to ensure successful integration at each required location.
7) Assist the TLT Head of IT with the policies and procedures relating to the specialist area that can be applied across the trust

Tove Learning Trust expects its employees to work flexibly within the framework of the job description. This means the post holder may be expected to carry out work that is not specified in the job description but which is within the remit of the role, duties and responsibilities.

Tove Learning Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff & visitors to share this commitment.

PERSON SPECIFICATION

EXPERIENCE/KNOWLEDGE	Essential	Desirable	How evidenced
Excellent knowledge of ICT initiatives and developments in schools	✓		A I R
Extensive practical knowledge of relevant Windows operating systems	✓		A I R
Knowledge of budget planning and project management	✓		A I R
Experience of planning, managing, installing, configuring, upgrading and maintaining hardware and software and troubleshooting in a networked environment	✓		A I R
At least 4 years supporting/administering networks with substantial involvement in configuring and supporting users, profiles, printer services, configuration management, security and performance tuning	✓		A I R
Full working knowledge and understanding of the range of relevant policies / codes of practice and awareness of relevant legislation, including those relating to compliance with the Data Protection and Freedom of Information Acts		✓	A I R
Understanding GDPR/Data Protection requirements	✓		A I R
working in a senior role in a busy IT support environment and providing desktop and network support		✓	A I R
Experience of the full budget planning cycle within a school environment		✓	A I R
Able to lead major ICT improvement projects	✓		A I R
Able to apply an innovative approach to problem solving across the range of hardware, software and systems in use within the school	✓		A I R
Excellent knowledge of current protocols and standards	✓		A I R
Knowledge and understanding of telecommunications principles	✓		A I R
Able to keep abreast with technological changes and provide technical advice about improvements that would benefit the school	✓		A I R
TECHNICAL JOB RELATED SKILLS	**Essential**	**Desirable**	**How evidenced**
Able to prioritise workload effectively	✓		A I R
Good knowledge and understanding of IT concepts and practice, current technologies and trends	✓		A I R
Knowledge of helpdesk/remote support applications, best practice procedures, Microsoft products and networking	✓		A I R
Understanding of the MIS and curriculum software used in schools		✓	A I R
Understanding of client/server architecture	✓		A I R
Hands-on experience troubleshooting hardware such as servers, routers, bridges, switches.	✓		A I R
Exceptional technical knowledge of network and PC operating systems in particular for managing and configuring authority and school-wide LANs, WANs, WLANs, VPNs, etc	✓		A I R
Experience of WAN and LAN technologies, Active Directory, DNS, DHCP and VOIP	✓		A I R
Able to repair the full range of workstations and servers in use within the school	✓		A I R
Specialist networking skills relating to managing active equipment, including wireless technology	✓		A I R

PERSONAL JOB RELATED SKILLS	Essential	Desirable	How evidenced
Ability to communicate instructions clearly and patiently to users face-to-face, over the telephone and by email	✓		A I R
Able to provide advice and guidance to senior staff / Head Teacher / Governors on technical and specialist information and influence school policy on such matters	✓		A I R
Ability to express complex information and ideas orally and in writing		✓	A I R
A tidy worker with an eye for detail to ensure installations are neat, tidy and follow appropriate industry standards and Health & Safety guidelines	✓		A I R
Excellent interpersonal skills with a highly customer focused, solution driven attitude	✓		A I R
Ability to establish and maintain effective, working relationships with a wide range of people	✓		A I R
Able to document systems and procedures, e.g. produce a staff handbook for ICT support team	✓		A I R
Ability to interpret advice/statute and to devise policy/practice in the light of these	✓		A I R
Able to persuade, negotiate with and influence others, e.g. suppliers of goods and services	✓		A I R
Some need to use analytical, judgmental, creative and developmental skills, e.g. when assessing the impact of the introduction of new technology to the school, when designing and setting up appropriate systems	✓		A I R
To keep calm and professional at all times	✓		A I R
Able to undertake short-term planning, e.g. manage own workload, oversee the work of others, ensure deadlines are met	✓		A I R
Able to identify future ICT needs, problems and implications and adopt a proactive approach to the introduction of new technology	✓		A I R
Considerate and responsive to minimise disruption to the day-to-day activities of the school during installation/upgrades	✓		A I R
Ability to lead and work as part of a team	✓		A I R
Able to work constructively as part of a team and to understand school roles and responsibilities and own position within these	✓		A I R
Ability to prioritise and delegate effectively	✓		A I R
Ability to identify own and others' training & development needs and cooperate with appropriate individuals to address these	✓		A I R
Ability to be flexible and prepared to exercise initiative in the execution of their duties	✓		A I R
Physically fit as the post holder will have to lift/move PCs, monitors printers etc		✓	A I R
A flexible attitude to working service hours	✓		A I R
EDUCATION/QUALIFICATIONS	Essential	Desirable	How evidenced
Hold a recognised computer or network qualification at NVQ level 4 or equivalent experience		✓	A I R
Educated to GCSE A Level or equivalent and degree level or equivalent with relevant qualification in IT		✓	A I R
Training on a range of systems, including Windows, servers, VOIP, networking, standard office applications	✓		A I R
Formal PC/server training and qualifications e.g. Microsoft Certified Systems Engineer (MCSE) or Novell Certified Network Engineer (CNE), CCNA or equivalent or relevant experience		✓	A I R
Hold a Driving Licence		✓	A I R

A – Application form   I – Interview   R – Reference