



## JOB DESCRIPTION

<b>Job Title:</b>	IT Services Manager
<b>Grade:</b>	I
<b>Responsible to:</b>	Head of ICT Services
<b>Direct Supervisory Responsibility for:</b>	School based IT team
<b>Indirect Supervisory Responsibility for:</b>	IT staff attending the school from other sites
<b>Important Functional Relationships:</b>	<p><u>Internal:</u> Head of ICT Services, Headteachers, Chief Financial Officer, Operations Managers, Senior Leadership Team, IT staff, teaching staff, support staff, students</p> <p><u>External:</u> Technical advisors, suppliers of goods and services, local governors, visitors, parents/carers</p>

### Main Purpose of Job

To manage the day-to-day operation, in line with the Head of ICT Services' strategic vision and ethical direction, of the nominated schools' computer networks, communications systems and CCTV, and to plan for their development in order to meet each school's educational and operational requirements within the resources allocated.

To be part of the deputising team of IT Service Managers in support of the Head of ICT Services in delivering the Trust-wide information systems infrastructure, including undertaking work at other school sites.

### Duties and Responsibilities

1. Provide and manage each school's network and supporting infrastructure, ensuring that all information and communication systems function efficiently.
2. Respond to user requirements:

- a) troubleshoot emerging issues in a timely manner, prioritising against the prevailing operational needs;
  - b) set up and manage users, groups and teams;
  - c) install approved new software and undertake updates;
  - d) commission and deploy workstations, printers, phones, peripherals and other devices;
  - e) capture CCTV footage and share or store in accordance with the school's policy.
3. Manage system housekeeping regimes:
- a) ensuring appropriate security levels are maintained for accessing data;
  - b) manage and maintain an efficient system of data archive and retrieval;
  - c) maintain a compliant internet filtering system to ensure access to appropriate content and to block access to inappropriate content;
  - d) monitor the reports from the filtering software and take action when access to inappropriate content is sought by users.
4. Manage the nominated schools' rolling replacement programme, taking account of future requirements and technological developments and identifying opportunities for improvement.
5. Make recommendations to the Head of ICT Services in respect of the SMART single domain network.
6. Manage the nominated IT staff, and any allocated staff on a daily basis, ensuring that tasks are completed to a timely and satisfactory standard, engaging each staff member in appraisal and identifying their training and development needs.
7. Hold regular team meetings in order to:
- a) communicate programmes of work and discuss routine operational issues relating to the school's ICT facilities in order to ensure appropriate support to users is prioritised on a daily basis;
  - b) communicate planned developments and improvements, seeking contributions from team members.
8. Provide (or source) technical support and advice for staff and students.
9. Remain abreast of developments in IT and communications and remain apprised of any changes to each school's information systems requirements.
10. Liaise with outside agencies with regard to equipment, and resources and to research suppliers in order to make recommendations and ensure value for money when purchasing.

11. Manage the ordering of new and replacement equipment and resources in accordance with the agreed budget and processes, ensuring adequate stocks of resources and consumables are available when needed.
12. Devise and facilitate project plans for delivering proposed development programmes and strategies, including the installation of new or replacement hardware, software and system upgrades.
13. Monitor the use of copyright material, including software and maintain copyright records and licences.
14. Operate a booking system for IT facilities/equipment, including equipment issued to staff and students.
15. Maintain an inventory of equipment in order to ensure all resources are accounted for and their whereabouts is traceable.
16. Promote the safe and careful use of the resources so as to minimise the risk of damage to equipment.
17. Provide a diagnostic and repair service (as qualified) and to liaise with outside agencies where necessary to co-ordinate maintenance and repairs of IT equipment.
18. Assist staff and students in using IT facilities, including classroom support and provision of instruction sheets in order to ensure the appropriate and safe use of equipment, as well as the development of IT skills and promoting the effective use of IT by staff and students.
19. Deliver, assist with or arrange the relevant IT training for staff and students as identified by the senior leadership team.
20. Monitor and regulate the use of the internet within each school, ensuring the necessary firewalls and restrictions are in place to prevent and detect internet abuse, taking prompt action where unsuitable sites are discovered in order to ensure that they are removed and made inaccessible.
21. Ensure that adequate, up-to-date virus and malware protection is maintained on all hardware and electronic systems.
22. To undertake other duties appropriate to the grading of the post as required, at the location where the work is required.

**Responsibilities applicable to all Trust employees**

1. To be aware of, and adhere to, applicable rules, regulations, legislation, policies and procedures within the Trust, including safeguarding and child protection, health and safety, equality and diversity, the Code of Conduct, and data protection.
2. To maintain confidentiality of information acquired in the course of undertaking duties.
3. To be responsible for your own continuing self-development, engaging in appraisal, mandatory and other training as appropriate for the role.
4. To undertake other duties appropriate to the grading of the post as required.



### PERSON SPECIFICATION

**Job Title:** IT Services Manager

**Department:** Trust Shared Services

Attributes	Essential	Desirable	How identified
<b>Relevant Experience</b>	<p>Relevant practical experience in IT and communications systems and networks</p> <p>Line management experience</p>	<p>Relevant experience within a school/college environment</p> <p>Familiarity with school IT systems</p> <p>Managing and developing staff in an IT environment</p>	<p>Application form</p> <p>Interview</p>
<b>Education and Training</b>	<p>Level 3 qualification in IT or a related field</p> <p>GCSE grade 4-9 (A* - C) in Maths and English or equivalent level 2 qualifications</p>	<p>Attainment of Level 4 (degree) qualifications (or equivalent) in IT or a related field</p> <p>Microsoft certification: MCTS, MCITP</p>	<p>Application form</p>
<b>Knowledge and Skills</b>	<p>High level of technical knowledge and competence in ICT, including Active Directory, wired and wireless network hardware</p> <p>Excellent knowledge and experience of Windows Server</p>	<p>Experience of working with Apple technologies, Xserve and Apple configurator</p> <p>Knowledge of electronic display and presentation formats</p> <p>Good knowledge of virtualisation technologies</p>	<p>Application form</p> <p>Interview</p>

	<p>Experience of working with Microsoft desktop technologies</p> <p>Experience of fault finding and troubleshooting network issues</p> <p>Strong interpersonal skills both written and oral, being able to communicate complex technical information to non-technical staff/students</p> <p>Supervisory and management skills</p>	<p>Good knowledge and experience of Microsoft Exchange and Microsoft SCCM</p> <p>Experience with bulk storage (both SAN and NAS)</p> <p>Experience of CCTV systems</p> <p>Experience of telephony systems</p>	
<p><b>Any Additional Factors</b></p>	<p>Professional and customer-focussed - strives for service excellence</p> <p>Self-motivated</p> <p>Independent - able to work on own initiative and as part of a team</p> <p>Resilient - able to work under pressure while meeting deadlines</p> <p>Trustworthy</p> <p>An enabler, with a 'can do' mindset</p> <p>At ease working with children and young people</p> <p>Displays an awareness, understanding and</p>		<p>Application form</p> <p>Interview</p>

Based on EDSH029

	commitment to the protection and safeguarding of children and young people		
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Date Updated: June 2026

Updated by: Senior HR Officer