



# Sponne School

*Inspiring Achievement*



Role: IT Services Manager  
Responsible to: Headteacher / TLT IT & Communications Strategy Lead  
Based at: Sponne School  
Hours: 37 hours per week, 52 weeks per year  
Grade: Grade I, points 22 to 26

## Job Context

As at September 2025, the trust consists of fifteen academies across Northamptonshire, Buckinghamshire and the West Midlands, comprising of ten secondary academies including an alternative provision school and five primary academies, also including an alternative provision school.

The IT Services Manager role will be based at their home school 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 IT and Communications Strategy Lead, support, manage and deliver the Trust's IT strategic plan by participating in trust wide initiatives.
- Manage the IT Service and networks in base school 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

### IT Strategy

- 1) Support the IT and Communications Strategy Lead 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.
- 5) Maintain school level information that contributes to the trust wide Disaster Recovery and Business Continuity plans including cyber fraud protection and network security.

#### **Base School IT Service management**

- 6) Provide detailed knowledge of the schools technological resources and plan effectively for their replacement and advancement in line with the trust policies.
- 7) Consult with and assist the IT and Communications Strategy Lead regarding the procurement of all IT equipment and consumables to include all supplier negotiations and stock auditing.
- 8) Manage and maintain the schools' wireless network and ensure all users have the highest quality experience wherever they are in the school.
- 9) Oversee the management of classroom management software and ensure data around usage in this area is consolidated at Trust level.
- 10) Maintain access for whole school information systems such as Bromcom / Go4Schools / ClassCharts / ShowMyHomeWork etc.
- 11) 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.
- 12) Assist with the technical upgrade, implementation and training for Bromcom / Insight / Go4Schools / Google Classroom / Office 365 platforms.
- 13) 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.
- 14) 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.
- 15) Carry out repairs and maintenance to school and trust hardware to maximise the efficiency of equipment.
- 16) 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.
- 17) Manage and maintain the school's network cabling infrastructure.
- 18) Be responsible for the assessment of new education builds: including effective implementation and functionality.
- 19) Ensure an up-to-date inventory is maintained of all school IT equipment.
- 20) Manage school's IT equipment cleaning programme to include computers, laptops and data projectors.
- 21) To assist with the production of an annual audit of the IT equipment for the IT and Communications Strategy Lead.

#### **IT Management & Service desk support**

- 22) Line manager 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.
- 23) 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.

- 24) 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.
- 25) Engage with and work towards achieving and maintaining ITIL recognised standards of support within the Trust's IT Support Function.
- 26) 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. Relevant software packages
  - e. Desktop support
  - f. Peripherals support
  - g. VOIP phone support
  - h. Install software as required and to expected standards.

#### **General**

- 27) Carry out all problem solving, changes, configuration, availability, capacity and continuity processes in-line with the framework for IT in school's recommendations and guidelines.
- 28) Actively pursue training and accreditation on agreed plans for the school network and system developments and upgrades including software.
- 29) Participate in training and other learning activities and performance development as required.
- 30) Recognise own strengths and areas of expertise and use these to advise and support others
- 31) Take responsibility for own professional development, continually keep updated about new initiatives in educational IT, and contribute to the school as a learning organisation.
- 32) To contribute to the Health and Safety of pupils and other staff in accordance with Health and Safety regulations and DSE legislation.
- 33) 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

**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.**