

Job Description

Technology Support Manager

Reporting to:	Trust IT Manager
Liaising with:	Trust IT Manager, Head Teacher, other school and central team colleagues, contractors and suppliers;
Grade/Salary:	Band 6 (SCP 25-29)
Hours of work:	37 hours per week, all year round (additional hours may be required to meet the requirements of the role)

Core Purpose

- IT Skills including knowledge of Microsoft Server 2019 & Networking
- Knowledge of MIS management system
- Technical experience of installing and maintaining ICT equipment.

Main Duties & Responsibilities

Strategic

- Along with the Trust IT Manager and responding to technical developments identify improvements to the trusts ICT provision.
- Research relevant technologies and costs and present a proposal for agreement to Trust IT Manager.
- Test new developments, ensuring compatibility with existing systems, identify an implementation date and roll out procedure and any training needs for technical or other staff.
- Proactively monitor the switches and wireless infrastructure, identifying areas for future development.
- Along with Trust IT Manager plan for disaster recovery.
- Test disaster recovery plans.

General Delivery

- To be responsible for the installation, upgrading, operation, control, maintenance and effective use of IT equipment.
- Prompt and effective handling of IT helpdesk tickets, manage incidents, escalate where appropriate.
- Provide an advanced level of technical support and training to staff, students, and other stakeholders where appropriate.
- Update procedures to systems administration.
- Create help documentation and videos for staff and students.
- Record ICT assets in the ICT inventory.

- Ensure that all academy data is backed up securely.
- Create and maintain user accounts.
- Create, maintain network shared areas and manage user permissions.
- Maintain and monitor all networked Multi-Functional Devices.
- Arrange for the collection and secure disposal of old IT equipment (in accordance with WEEE guidelines).
- To provide training to all levels of users, providing information on the full range of capabilities.

Systems and Information Security

- To ensure that the network is fully operational and minimise downtime.
- Maintain the Internet provision, web filtering and endpoint security systems, action any errors.
- To ensure that network security, business process continuity and disaster recovery procedures are developed and implemented for both curriculum and administration data.
- To create, test and deploy computer images and software applications across the network.
- To identify, verify and label the schools IT equipment and protect them against misuse, abuse, theft or damage.

Research and Planning

- Along with the Trust IT Manager and responding to technical developments identify improvements to the academy's ICT provision.
- Research relevant technologies and costs and present a proposal for agreement to Trust IT Manager.
- Test new developments, ensuring compatibility with existing systems, identify an implementation date and roll out procedure and any training needs for technical or other staff.

Management

- Support the Trust IT Manager in the implementation of whole Trust approach projects.
- Manage IT Support Technician in the delivery of day-to-day support to the students and staff. Lead on performance management of IT Support Technician.
- Provide technical assistance to the ICT technician when required.

The St Thomas Aquinas Catholic Multi-Academy Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. This post is subject to satisfactory references, which will be requested, prior to interview, an enhanced Disclosure and Barring Service (DBS) check, medical check, evidence of qualifications plus verification of the right to work in the UK.

The Trust will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition. Whilst every effort has been made to outline the key duties and responsibilities of the role, it is not an exhaustive list. The duties and responsibilities of the role may vary from time to time, commensurate with and without changing the general character of the duties or the level of responsibility entailed, and would not in itself justify a reconsideration of the grading of the post.

Person Specification

Technology Support Manager

A. Qualifications & Experience	Essential	Desirable
BTEC National NVQ3 or equivalent	A & I	
CompTIA A+ / Network+ / MCP certifications		A & I
IT Skills including knowledge of Microsoft Server 2019 & Networking	A & I	
Knowledge of MIS management system	A & I	
Technical experience of installing and maintaining ICT equipment.	A & I	

B. Professional Knowledge and Skills	Essential	Desirable
Knowledge of child protection and health and safety procedures.	AIR	
Good knowledge of resources, equipment and safety procedures	AIR	

C. Personal Attributes	Essential	Desirable
Willingness to support Catholic life in the school	AIR	
Self motivating and resilient	AIR	
Good organizational skills	AIR	
Ability to develop effective partnerships	AIR	
Ability to work independently	AIR	
Able to keep up to date with the latest technological advances	AIR	
Good written and oral communication skills	AIR	
Knows the policies and procedures relating to safeguarding	AIR	
Full UK driving licence required	AIR	
Ability to be respectful and promote equality of opportunity and diversity	AIR	

E. Safeguarding & Equality	Essential	Desirable
Understanding of responsibilities of the Trust and schools in ensuring compliance with all relevant legislation	I	
Must be able to recognise discrimination in its many forms and willing to put the School's equality policies into practice.	I	
Aware of equal opportunities in relation to this role	I	
Enhanced DBS & Online Check (Satisfactory) & suitable references	I	

Application (A) / Information (I) / Reference (R)

May 2023