

## Job Description

<b>Post Title:</b>	Technology Support Manager
<b>Location:</b>	Spencer Academies Trust – To be based in John Port Spencer Academy
<b>Salary/Pay Range:</b>	NJC22-26
<b>Hours of work:</b>	Full time, All Year Round (additional hours may be required to meet the requirements of the role)
<b>Liaising with:</b>	Director of Strategic IT & Infrastructure, Head of Infrastructure, Head of Service Delivery, Head Teachers, other school and central team colleagues, contractors and suppliers;

## Requirements of Role

- IT Skills including knowledge of Microsoft Server 2019 & Networking
- Knowledge of Microsoft Intune Device Management
- Technical experience of maintaining ICT equipment.

## Main Duties and Responsibilities

### Strategic

- Along with the Trust Central IT Team and responding to technical developments identify improvements to the trust's ICT provision.
- Research relevant technologies and costs and present a proposal for agreement to Trust Central IT Team.
- 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 Central IT Team, 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 Central IT Team 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 Central IT Team.
- 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 Central IT Team 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.

### **General**

These above-mentioned duties are neither exclusive nor exhaustive, the post- holder may be required to carry out other duties as required by the Trust.

### **Additional Information**

**The Spencer Academies Trust is committed to safeguarding and promoting the welfare of all our students and expects all employees and volunteers to share this commitment. All posts are subject to enhanced DBS checks and completion of Level 2 safeguarding training.**

## Person Specification

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	

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	

Personal Attributes	Essential	Desirable
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	

Safeguarding & Equality	Essential	Desirable
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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)**