

Trust ICT Manager

NJC Pay Range	Band J
Responsible For:	ICT Technicians
Responsible To:	Strategic Director – IT & Management Services

Main Purpose of the Post

- To work closely with the Trust Director of ICT, Network Manager, and other key leaders to develop and implement the Trust's ICT Vision and Strategy.
- To lead, develop and support a team of ICT technicians, providing a robust ICT service for all stakeholders.
- To work closely with the Trust Director of ICT and Network Manager to develop a resilient network infrastructure that meets the needs of a growing MAT.
- To provide a high level of technical support to all stakeholders.

Key Areas of Responsibility

Trust ICT Vision and Strategy

- To work closely with Executive Leaders to establish, maintain and communicate a clear and compelling strategic direction for the ICT service.
- To continually review the ICT strategy, ensuring it continues to reflect the needs of the Trust and emerging priorities; manage new initiatives and key projects as appropriate.
- To oversee the development of a strategic ICT roadmap of systems, infrastructure and information development that underpins the overall ICT strategy.
- To lead on the identification and evaluation of emerging technologies and how these might support improvements in the delivery of Trust services, including Cloud based solutions, mobile technologies, and shared infrastructure opportunities.
- To monitor developments in ICT and the broader landscape and to review and update relevant policies, practices, and systems to take account of changes in legislation, industry developments and Trust priorities.
- To provide advice and guidance to the Executive Leaders on all issues affecting ICT governance and delivery across the Trust.
- To monitor ICT and related budgets.

Leading and Managing the ICT Support Service

- Ensure a high level of structured ICT Support is maintained across the Trust, ensuring compliance with the ICT Support Service Level Agreement.
- Help design and develop processes and procedures to ensure the effective and efficient management and delivery of ICT support services to support teaching, learning and administrative tasks.
- Acting as Service Desk Manager, monitor ICT Support service desk calls throughout the Trust. Analyse and react to support call patterns, provide management information and ensure the correct escalation and resolution of calls.
- Have oversight of ICT related workloads throughout the Trust, deploying technicians as required.
- Highlight training requirements and CPD opportunities across the ICT Support service in response to ongoing changes.

Trust Wide Network

- Work with the Trust Network Manager to develop an effective, scalable, and resilient network, integrating local and cloud-based technologies, to include, but not restricted to:
 - LAN infrastructure, switches, VLANs and routing.

- WAN connectivity and IaaS.
- Wireless infrastructures.
- Server/storage infrastructures including virtualisation platforms.
- Cloud technologies including Office 365 and Azure.
- VOIP telephony.
- Firewalls and web filters.
- Contribute to the identification and evaluation of emerging technologies and how these might support improvements in the development of the Trust network infrastructure.

Providing ICT Technical Support

- To respond to incidents and service requests, delegating or escalating tasks where appropriate.
- To re-configure hardware and seek technical information from outside agencies as required.
- To oversee directory administration, including the creation and maintenance of user accounts, security/distribution groups and policies.
- To administer the Trust's Office 365 deployment.
- To assist in the development and maintenance of the Trusts Intranet and learning platforms.
- To implement a programme of regular maintenance of computer networks and ICT equipment, maintaining warranties on critical hardware.
- To ensure the correct documentation exists and is maintained for each site, including for example, asset registers.
- To ensure that data within the network is secure in line with Trust's policies on data protection and national legislation around cyber security.
- To ensure that backup and disaster recovery procedures are in place, documented, fit for purpose, and regularly tested.
- To ensure that all changes relating to systems, including for example web filtering/firewall, conform to Trust policy and are logged.
- To dispose of end-of-life equipment, safely and securely in line with Trust policy.

Other Considerations Relevant to the Role

- To work from an identified MLT Office location.
- To work with flexibility, travelling to and from Academies and other locations in the course of undertaking work duties.
- To work outside contract hours in order to meet the needs of the role.
- To participate in specialist training and other learning activities and performance development as appropriate.
- To attend and participate in relevant meetings as required.
- To undertake any other duties and reasonable requests that are in keeping within the requirements of this post.

The aim of the Role Description is to indicate the general purpose and level of responsibility of the post. Duties may vary from time to time without changing the character of the post or general level of responsibility. This is an outline Role Description only and the post holder will be expected to undertake duties commensurate within the range and grade of the post or any lesser duties as directed by the Strategic Director.

Supplementary Information

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Standards and Expectations

- Be an excellent role model, exemplifying high personal and professional standards and promoting high expectations for all members of the Trust.
- Be a highly visible, proactive and approachable presence to students, staff and other stakeholders across the Trust and at Academy/Trust events and activities while sustaining the specific demands of the role.
- Be proactive, strategically plan ahead and establish professional networks that will support and enhance the work of the Trust.
- Sustain wide, current knowledge and understanding of education and relevant business systems and processes locally and nationally, and pursue continuous professional development.
- Maintain and operate in the 'bigger picture' view of the Multi-Academy Trust securing the connectivity/implications of change and challenge across the spectrum of Academy operation.
- Celebrate success at every opportunity and implement ambitious strategies for continuous improvement while proactively challenging underperformance at all levels.
- Have high expectations against external benchmarks, engaging in systematic quality assurance, preparing for inspection, self evaluation and improvement planning for all aspects of Academy life as well as specific areas of individual responsibility.
- Take responsibility for promoting and safeguarding the welfare of children, young people and adults within the organisation.
- Demonstrate optimistic personal behaviour, positive relationships and attitudes towards young people, professionals, parents/carers, governors and members of the local community.
- Regularly review own practice, set personal targets and take responsibility for own personal development.

Securing Policies and Compliance

- To engage with the latest educational, business research and legislation to inform effective policy development and seek to influence it.
- To contribute to the strategic direction of the service area and review and update all relevant policies in line with statutory requirements.
- To take a lead role in ensuring Trust workstreams are compliant with policy and practice related to area of responsibility.
- To maintain the overall integrity of the Trust in relation to area of responsibility.
- To conduct comprehensive due diligence on area of responsibility for any school considering joining the Trust and advise the Executive Leaders on any associated risk.
- To promote and safeguard the welfare of students and other adults within the Learning Trust by adhering to all statutory and associated work place policies.
- To contribute to the formulation, implementation and review of safeguarding arrangements.
- To ensure compliance through highly effective quality assurance and forensic evaluation.
- To report and advise on any matter that may place the brand and reputation at risk.

Leading People and Managing Performance

- To lead and develop staff within the team/service area to deliver high quality performance, ensuring that effective performance management and succession planning arrangements are in place.
- To ensure that teams/service area have a clear structure, roles and responsibilities and work in an integrated way.
- To take responsibility for line managing specific individuals, teams and areas, being accountable

- for their performance and ensuring that they meet the overall standards expected by the Trust.
- To lead, plan, co-ordinate and manage the work of the team/service area including the development of their skills/knowledge and maximising the potential of all staff through professional support and challenge.
- To provide effective leadership and operational management of the teams and functions, ensuring that staff adopt the values and expected behaviours of the Trust to deliver a high performance culture.
- To ensure that Executive Leaders receive high quality advice and guidance emanating from area of work/responsibility.
- To actively manage own performance and that of others, participating in the Trust's appraisal process as Appraiser and Appraisee.

Engagement with Stakeholders

- To represent the Trust within external forums, creating opportunities to enhance the profile of MLT and acting as a strong and effective influencing voice in those partnerships.
- To build and maintain effective professional relationships with relevant external stakeholders and service user groups.
- To liaise with all curriculum areas to plan and implement effective service and support for staff and students.
- To lead and contribute to the development and delivery of staff and leader training and support across the Trust.
- To secure and actively engage with professional networks and collaborative arrangements with outside agencies and professional bodies associated with area of responsibility.
- To provide reports and updates to Executive Leaders and Governors in relation to area of responsibility.
- To set clear standards for and expectations of communication with parents/carers and other key stakeholders ensuring follow up is timely, effective and appropriate.
- To work collaboratively with others to deliver added value to the Academy and Trust.
- To understand the changing community and ensure stakeholder satisfaction.

Other Considerations

- A Disclosure and Barring Service (DBS) check at Enhanced Level is required.
- To undertake any other duties and reasonable requests that are in keeping within the requirements of this post.

This supplementary information forms part of the role description and should be used alongside the role specific information.

Maltby Learning Trust is committed to safeguarding the welfare of children and expect all staff to share this commitment. An Enhanced DBS Disclosure is required for all staff.