**Crompton House Church of England Multi Academy Trust**

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| **JOB DESCRIPTION** |
| **Post Title:** | **Trust IT Technical Services Lead**  |
| **Location** | Crompton House Church of England School |
| **Grade:** | 6  | **Hours:** | 36.40 per week, Full year |

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| **PURPOSE OF POST** | To lead and manage the technical services team in providing effective IT support and ensuring the smooth operation of IT systems and services across the Multi-Academy Trust (MAT). The **Technical Services Lead** will be responsible for overseeing day-to-day IT operations, providing high-quality technical support to staff and students, and implementing IT strategies aligned with the Trust’s vision and goals. |

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| **KEY TASKS:** |
| **Leadership and Management:** | * Manage and lead the Technical Services team, ensuring workloads are effectively distributed and team members are supported.
* Provide training and development opportunities for team members, fostering a culture of continuous improvement.
* Act as a primary point of escalation for technical issues and provide hands-on support as required.
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| **IT Operations and Support:** | * Oversee the installation, maintenance, and support of hardware, software, and network systems across the Trust.
* Ensure timely resolution of IT support tickets and adherence to agreed service levels.
* Monitor and maintain IT systems to ensure high availability and performance.
* Perform regular audits of IT systems and infrastructure to identify and mitigate risks.
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| **Strategic and Project Responsibilities:** | * Work closely with the Head of IT Services to plan and implement IT projects that align with the Trust’s objectives.
* Assist in developing and enforcing IT policies, procedures, and best practices across the Trust.
* Contribute to the evaluation and procurement of new IT systems, services, and technologies.
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| **Security and Compliance:** | * Ensure all IT systems comply with data protection regulations, including GDPR.
* Monitor and manage IT security measures, including firewalls, antivirus software, and patch management.
* Maintain accurate records of hardware, software, and licensing to ensure compliance.
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| **Stakeholder Engagement:** | * Collaborate with school leadership teams to understand and address their specific IT needs.
* Communicate technical information to non-technical stakeholders in a clear and accessible manner.
* Represent the Technical Services team at meetings and contribute to strategic discussions.
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| **STANDARD DUTIES** |
| * To understand the importance of equality and diversity in the workplace and service delivery and promote equal opportunities for all, respecting the rights of other staff and students to be treated with dignity at work.
* To uphold and promote the values and the faith ethos of the Trust.
* To implement and uphold the policies, procedures, and codes of practice of the Trust, including relating to customer care, finance, data protection, ICT, health & safety, anti-bullying, and safeguarding/child protection, ensuring confidentiality as appropriate.
* To take a pro-active approach to health and safety, working with others in the Trust to minimise and mitigate potential hazards and risks, and actively contribute to the security of the academies e.g., challenging a stranger on the premises.
* To participate and engage with workplace learning and development opportunities to continually improve own performance and that of the team/Trust
* To attend and participate in relevant meetings as appropriate.
* To undertake any other additional duties commensurate with the grade of the post.
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| **CONTACTS** | Pupils, colleagues within the school, suppliers and visitors within the Trust |
| **RELATIONSHIP TO OTHER POSTS WITIHN THE DEPARTMENT** | **Responsible to:** Head of ICT Services**Responsible for:** Senior Technicians and IT Technicians |
| **ADDITIONAL NOTES** | An enhanced Disclosure and Barring Service (DBS) check will be requested on successful application to a position in the Trust or Academy.  |
| **REVIEW ARRANGEMENTS** | The details contained in this job description reflect the content of the job at the date it was prepared. It should be remembered, however, that it is inevitable that over time, the nature of individual jobs will change, existing duties may no longer be required, and other duties may be gained without changing the general nature of the duties or the level of responsibility entailed. Consequently, the Trust will expect to revise this job description from time to time and will consult with the postholder at the appropriate time. |

This job description is a guide to the duties and should be read in conjunction with the accompanying person specification.

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|  | **DATE** | **NAME** | **POST TITLE** |
| **Prepared** | January 2025 | JMc | Trust Head of ICT Services |
| **Reviewed**  |  |  |  |
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| **Person Specification**  |
| **Selection criteria** | **Essential** | **Desirable** | **How** **Assessed** |
| **Education & Qualifications & Knowledge** |
| Relevant IT qualifications or certifications (e.g., CompTIA A+, Network+, Microsoft Certified Professional, ITIL Foundation)  | ✓ |  |  |
| Knowledge of cybersecurity principles and data protection regulations (e.g., GDPR | ✓ |  |  |
| Understanding of IT service management frameworks and best practices | ✓ |  |  |
| Degree or higher-level qualification in IT or a related field. |  | ✓ |  |
| Familiarity with educational IT systems, such as MIS platforms (e.g., SIMS, Arbor) |  | ✓ |  |
| Knowledge of cloud platforms (e.g., Office 365, Google Workspace for Education) |  | ✓ |  |
| **Experience** |
| Proven experience managing IT systems and services in a multi-site or similar environment. | ✓ |  |  |
| Demonstrated success in leading and managing an IT support team. | ✓ |  |  |
| Experience in resolving complex technical issues, including hardware, software, and network troubleshooting. | ✓ |  |  |
| Experience implementing IT projects within agreed timescales and budgets. | ✓ |  |  |
| Previous experience working in an educational or public sector environment |  | ✓ |  |
| Experience with IT procurement and vendor management |  | ✓ |  |
| Familiarity with managing VoIP systems and/or virtual learning environments |  | ✓ |  |
| Experience in Firewall administration |  | ✓ |  |
| **Skills & Abilities** |
| Strong leadership and team management skills | ✓ |  |  |
| Excellent problem-solving and analytical abilities | ✓ |  |  |
| Ability to communicate technical information effectively to non-technical stakeholders | ✓ |  |  |
| Strong organizational and time-management skills, with the ability to prioritize competing demands | ✓ |  |  |
| Proficiency in diagnosing and resolving technical issues in a Windows-based environment | ✓ |  |  |
| Ability to manage IT budgets and resource allocation |  | ✓ |  |
| Skills in scripting or automation (e.g., PowerShell, Bash) |  | ✓ |  |
| Experience in MDM Administration (e.g. Intune, JAMF School) |  | ✓ |  |
| **Personal Attributes** |
| Proactive, self-motivated, and committed to delivering excellent service | ✓ |  |  |
| Flexible and adaptable, with a willingness to travel across the Trust as needed | ✓ |  |  |
| A collaborative approach to working with colleagues and stakeholders | ✓ |  |  |
| Resilience under pressure, with a solution-focused mindset | ✓ |  |  |
| Clean Driving license and access to independent transport, and ability to travel independently for business purposes | ✓ |  |  |
| Enthusiastic about technology and its role in enhancing education |  | ✓ |  |
| A commitment to professional development and keeping up to date with technological advances |  | ✓ |  |
| **Work Circumstances** |
| Able to work flexibly according to the needs of the school between activities supporting pupil’s learning and activities supporting the smooth and effective running of the school | ✓ |  | I |

Key: I = Interview R = References A = Application D = Documentation T = Test

NB. - Any candidate with a disability who meets the essential criteria will be guaranteed an interview