



## Job Description

KEY INFORMATION	
Post title:	Trust IT Manager
Grade:	9
Responsible to:	Director of Estates and IT Infrastructure
Responsible for:	IT Technicians

OVERALL PURPOSE OF JOB
To provide operational and strategic leadership of the IT function across the Trust, in accordance with the Trust's vision and development plans and in order to support the educational experiences of our pupils and students, as well as the work of our staff team.

MAIN DUTIES AND RESPONSIBILITIES	
1	Oversee the efficient and effective operation and planning of IT infrastructure across the Trust's sites, while providing hands-on IT support to staff across the Trust as and when required
2	Be responsible for all IT hardware and software, servers, storage management, security, disaster recovery and business continuity
3	Develop and deliver the Trust's IT strategy and development plan, including resource planning to support the Trust's needs, priorities and objectives
4	Proactively manage and monitor the performance and status of all IT infrastructure, resolving any issues before they may affect the IT service
5	Keep up to date with new, relevant developments within IT, including new hardware, software, security threats, emerging technologies, legislation and best practice, liaising with local and national networks as appropriate
6	Develop and regularly review IT policies and procedures to ensure compliance with current legislation and regulations
7	Effectively prioritise IT expenditure and ensure best value is achieved with all hardware and software purchases across the Trust, ensuring compliance with financial and procurement requirements
8	Line management and leadership of IT Technicians and apprentices across the Trust, ensuring schools receive an excellent level of service which is responsive to their individual requirements
9	Manage access to IT systems for staff, pupils/students, governors and guests to school sites



10	Lead and develop the Trust's disaster recovery and business continuity plans in relation to IT
11	Be committed to continuous improvement in relation to the Trust's IT operations and infrastructure
12	Provide specialist and technical advice where necessary to the executive team, senior leaders, staff and pupils/students
13	Ensure due diligence is appropriately carried out in relation to new IT projects and the onboarding of new schools
14	Lead by example to ensure risk is appropriately managed and ensure systems effectively reflect risk monitoring
15	Ensure data is safeguarded and systems and policy reflect the latest data protection requirements in liaison with Data Protection Officer and the executive team

#### **GENERAL RESPONSIBILITIES**

1	Uphold professional standards for the role and follow all school and Trust policies and procedures.
2	Comply with Child Safeguarding Procedures and adhere to the Trust's Child Protection and Safeguarding Policy at all times.
3	Participate in performance management and take part in appropriate training and development activities.
4	Maintain confidentiality in all areas of work and process personal and sensitive information in accordance with relevant legislation.
5	Undertake other reasonable duties as requested, in accordance with the changing needs of the organisation.

## Person Specification

*All points are essential unless otherwise specified*

Qualifications	
1	GCSE maths and English at grade C/4 or above, or equivalent qualifications
2	NVQ Level 4 qualification in a IT related subject or substantial proven experience leading IT across an organisation
3	Industry recognised qualifications (e.g. those accredited by Microsoft, Cisco, etc.)
4	<i>Project management qualification e.g. PRINCE2 (desirable)</i>
Experience	
1	Experience of all aspects of IT technical support provision
2	Experience of managing server-related technologies (virtual and physical)
3	Experience of identifying and managing software requirements and solutions
4	Experience of developing IT strategies
5	Experience of managing IT projects and delivering IT strategy within budget
6	Experience of complex and technical problem solving
7	Experience of managing Google suite technologies
8	Network management experience
9	Project management experience
10	<i>Line management experience (desirable)</i>
11	<i>Experience of working in a school or educational setting (desirable)</i>
Skills/Knowledge/Abilities	
1	Knowledge and understanding of Data Protection principles and compliance requirements as part of the GDPR
2	Excellent organisational skills, with the ability to work well under pressure and manage competing deadlines
3	Good written and verbal communication skills; able to communicate effectively and clearly and build relationships with a range of staff, children and contractors
4	Ability to lead and manage staff effectively, including motivating staff teams and delivering training when required
5	Ability to present complex information and data in a clear and straightforward manner to key stakeholders, both verbally and in writing



<b>Personal Attributes</b>	
1	Ability to work successfully as part of a wider team
2	Self-motivated, with drive and the ability to use own initiative
3	Flexibility, with a professional approach to work, including working alternative and occasionally additional hours including weekend working where required
<b>Safeguarding</b>	
1	Demonstrate a commitment to safeguarding children and ensuring the welfare of children
2	Be able to remain calm, empathetic and treat all students with dignity and respect, even when faced with challenging behaviour
3	Satisfactory Enhanced DBS check