

Chief Executive: Mr Tarun Kapur CBE
Chairman: Mr Damian McGann

Dear Applicant

Thank you for your interest in the position of **West Hub IT Service Manager** at **The Dean Trust**.

The successful candidate will be required to work at all the schools/academy sites within the current and future Trust, as and when required.

Salary: NJC Scale Band 10 Scale Points 37-39 (£46,731 - £48,710 FTE)
Start Date: as soon as possible
Working Pattern: Full Time, all year round
36.25 insert hours per week
8am-4pm Monday-Friday
Contract: Permanent
Location: Main office base Lord Derby Academy, Seel Road, Huyton, L36 6DG

What benefits are offered at The Dean Trust?

- 26/31 days annual leave entitlement (dependent upon length of service)
- Local Government Pension Scheme – Greater Manchester Pension Fund
- 24/7 access to an Employee Assistance Programme (free of charge)
- Cycle to work scheme
- Annual flu jabs (free of charge)
- Access to family friendly policies

Please find below a job description and person specification.

Method of Application

The preferred method of application is electronically via our career's website [The Dean Trust Careers](#). All applications must be made using the Dean Trust's application form. Applications will be shortlisted for interview and the HR Department will contact those applicants who are selected.

Closing Date

Applications received after the closing time of **9am Monday 27th January 2025** will not be considered.

The Dean Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment.

If you would like to learn more about The Dean Trust, please visit [The Dean Trust](#). If you have any questions please contact us on 0161 973 1179 or email katiehurst@thedeantrust.co.uk. Thank you again for your interest in working for The Dean Trust. We look forward to hearing from you.

Human Resources Department

Believe Achieve Succeed

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The Dean Trust is a company limited by guarantee.



Job Description

The information contained below is to help staff understand and appreciate the work content of their post and the role they are to play in the operation. However, it should be noted that whilst every effort has been made to outline all the duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings may therefore have been used, in which case all the usual associated duties are included in this job description.

Job title	Hub IT Service Manager
Reporting to	Group IT Director
Main purpose of job	<p>To provide proactive and reactive hardware, software and peripheral support to all employees, students, Trustees/Governors, visitors and third parties in line with school/academy and Trust requirements.</p> <p>To manage the IT Technicians within their hub to deliver hub wide IT projects, system improvements and training.</p>
Key responsibilities:	
<ul style="list-style-type: none">• To provide 1st & 2nd line hardware, software & peripheral support to all Trust employees, students, Trustees/Governors and third party visitors• To manage the overall provision of day-to-day IT Support Services across their respective hub• To ensure technicians across their hub are compliant against centrally defined standard operating procedures at all times• To take proactive & reactive support of all user operated IT & AV equipment, ensuring that downtime through consumable life expectancy is kept to a minimum• To act as the technical escalation point for IT Technicians across their hub• To undertake People Development Plan reviews for their team, ensuring that engineers continually develop, their skills remain relevant and that opportunities for CPD are taken• To work collaboratively across the Trust, to share information within the IT Department (through the production & use of Knowledge Base Articles and User Guides)• To lead weekly IT Management meetings for their hub, reporting technical concerns to the IT Director to address centrally• To lead on all School side IT projects across their hub• To understand and take ownership of the essential requirements of complex networking systems across their hub• To provide Server Operating level support across all services within their hub• To ensure audit information across their hub is accurate, up to date and that all staff have signed relevant documentation relating to Acceptable Use of IT and hardware asset deployment	

- To report escalated security breaches (such as Anti-Virus, Content Filtering, unauthorised access attempts) to the Group Infrastructure Manager if discovered during routine support
- Ensure Teaching & Learning requirements are met across their hub and new opportunities are raised with the IT Director at appropriate intervals
- To ensure Technicians in their hub to continually provide first class support and training to end users
- Work across the hub, with regular travel to schools to attend meetings and provide appropriate and timely support

All employees have the responsibility to:

- Ensure any documentation produced is to a high standard and is in line with the brand style
- Be aware and comply with all policies and procedures relating to safeguarding, child protection, health, safety and security, confidentiality and data protection, reporting all concerns to the appropriate person
- Participate in training and other learning activities as required
- Participate in the school/academy Performance Management process
- Provide appropriate guidance and supervision and assist in the training and development of staff as appropriate
- To promote the area of responsibility within the school/academy and beyond
- To represent the school/academy at events as appropriate
- To support and promote the school/academy ethos
- To undertake any other duties and responsibilities as required that are covered by the general scope of the post
- To undertake any other reasonable duties at the request of the Chief Executive Officer.

All post holders must comply with The Dean Trust professional standards for leaders and managers. The job description will be reviewed as necessary as part of the People Development process and is subject to modification and amendment at any time after consultation with the post holder.



Person Specification

Education and qualifications	Essential <ul style="list-style-type: none">• ITIL V4 Foundation Certificate in Service Management• Google Educator Level 1 & Level 2• Educated to degree level in IT or similar professional qualification. Or significant experience of working within the IT industry• Project Management qualification Desirable <ul style="list-style-type: none">• Microsoft / other ICT professional qualification• Cisco / HP Vendor qualifications
Experience	Essential <ul style="list-style-type: none">• Significant experience of working as in an IT Support role• Significant experience managing a multi-site IT environment, within a matrix management organisation• Previous experience in an ICT helpdesk/ICT support role ideally in an education establishment• Experience supporting a range of technologies• Ability to diagnose and repair a variety of hardware and software issues such as failed hard drives, smashed laptop screens and software errors / alerts• Experience in the creation & management of users within Active Directory & Exchange• In-depth knowledge in a variety of Audio-Visual technologies• Experience of managing complex technical projects• Experience working with third party contractors & solutions providers• Experience in upgrading applications such as SIMS.net• Experience in supporting Google Classroom Desirable <ul style="list-style-type: none">• Experience in a busy multi-site ICT helpdesk• In-depth understanding in complex AV solutions (lighting & sounds desks), immersive spaces, virtual rooms• Experience creating clear, concise and professional user guides, knowledge base articles and technical reference guides
Knowledge	Essential <ul style="list-style-type: none">• Detailed understanding of the latest Microsoft Windows Operating Systems & Microsoft Office packages• Knowledge of creating and managing images through SCCM• Experience working in an ITIL environment• Possess an understanding of network security (both physical and virtual) to ensure that systems remain secure, robust and protected from internal risks• Detailed understanding of KCSIE and the understanding of eSafety Desirable <ul style="list-style-type: none">• Understanding of DNS & DHCP configuration

<p>Skills and abilities</p>	<p>Essential</p> <ul style="list-style-type: none"> • Clear, concise and methodical worker with the ability to work both on their own and as part of a team • Ensure compliance with internal processes and procedures • Full driving licence with access to a car for work purposes • Ability to change priorities quickly as required by the IT Director • Approachable, confident and articulate – the post holder will need the ability to convey technical issues / resolutions to users with a varying level of IT • Analytical and methodical • Ability and willingness to take ownership of tasks and work as a member of a team • The willingness to share knowledge with team members, superiors and users • To train staff on all in-class technology, ensuring this technology is an enabler to their T&L not a barrier <p>Desirable</p> <ul style="list-style-type: none"> • Understanding of when an incident/problem needs to be escalated to the next level of support • Detailed understanding of CCTV systems and access control systems, including access permissions and control mechanisms
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