ALL SAINTS CATHOLIC COLLEGE

INFORMATION TECHNOLOGY MANAGER
JOB DESCRIPTION

GRADE: 10

PURPOSE OF POST

- To provide day to day management of the School's ICT provision, administrative and curricular.
- To strategically lead and manage the school's ICT provision, administrative and curricular including remote learning.
- To contribute to the leadership and management of a successful school wide IT support provision.
- To ensure that the IT services across the school are implemented, delivered effectively and IT equipment is available and fit for purpose.
- To be responsible for the management of the ICT network to provide a learning resource for the students and a key administrative tool for staff.

KEY AREAS

1. Management
2. Supervision of: Service Provision.
   Technical Support.
   Administration.
   Health and Safety.
3. General

DUTIES AND RESPONSIBILITIES

1   Management

1.1   In consultation with the Senior Leadership Team to devise, review and implement school wide ICT equipment strategy.

1.2   In consultation with the Senior Leadership Team to prepare and monitor budgets, obtaining 'best value' and operating within the set budget, ensuring research and cost solutions take place, and to make decisions on purchasing recommendations.

1.3   In consultation with the SLT link and IT Technician, manage the development of a web-based on-line curriculum, also ensuring a robust and functional remote learning provision is operational and supported.

1.4   To line manage the School's ICT Technician(s) and Apprentice(s).

1.5   To work with the SLT link to identify and develop strategies for using ICT more effectively within the organisation, devising innovative solutions to problems using a range of systems and applications.

1.6   In consultation with the SLT link, create medium/long term plans and an implementation strategy for the effective use of ICT to develop the organisation further.

1.7   Management & installation of the school's security systems, including CCTV and Door Access control systems.

1.8   Management of website information including designing and hosting the school's website, changes, and maintenance.

1.9   Management of all school social media including Facebook and Twitter.

1.10   Management and ensuring relevant ICT, CCTV and Data Protection policies are up to date and compliant.

2   Supervision

Service Provision

2.1   To plan and supervise the work of the IT Technician(s) and Apprentice(s) and to undertake personally tasks as is necessary for the efficient discharge of the role.

2.2   Specify, procure, and support the installation of PCs, printers and other computer hardware including wireless, fibre optic, CAT5 networks and external projects, as required.

2.3   Install, configure and upgrade application software in the curriculum areas and Networks, ensuring workstations/systems run efficiently and effectively.

2.4   Responsible for the security of ICT equipment and resources. Specifying, procuring, and fitting security devices.

2.5   Manage disaster recovery procedures and restoration of user data.

2.6   To be responsible for administration and resolving difficulties in the running of the School Information Management Systems.

2.7   To be responsible for setting up, administration and maintenance of the various servers, ensuring minimal disruption to the normal running of the school.

2.8   To ensure network functionality is tested regularly maintaining network security and firewall protection.

2.9   To be responsible for keeping abreast of new developments in ICT and their likely effects on the ICT systems used in school.

2.10   To manage the provision, implementation, and appropriate use of the School's email system.

Technical Support

2.11   To ensure the IT Technician(s) maintain awareness of current developments through appropriate training.

2.12   Setting up workstations in required locations ensuring that systems are switched on, ready for use and operating correctly.

2.13   Assist in providing first response support for application software and hardware problem-solving.

2.14   Provide assistance and training to teachers, students and other members of staff in the use of computer equipment, software and procedures (including ICT INSET events)., setting up and facilitating sessions, as necessary.

2.15   Install new software, hardware upgrades and replacement.

2.16   Provide maintenance and cleaning support for computer equipment and networks, including the connection and commission of new equipment, and security marking. Monitoring the programme of repairs and maintenance, liaising with external companies as needed, ensuring continuity of service.

2.17   Assist teaching and support staff in the preparation of material and equipment required for teaching to include the reproduction, printing and downloading of materials.

2.18   To be responsible for securing backups and restoration of school data.

2.19   Administer access security through operating user ID, password, and access rights systems.

2.20   Manage the performance of ICT resources and perform advanced diagnosis and resolution of network infrastructure, software, and hardware faults.

2.21   To assist in the management, repair and/or replacement of Audio/Visual resources.

Administration

2.22   Operate an efficient system for the storage and distribution of hardware and software and associated documentation (including loans and bookings).

2.23   To be responsible for ICT asset management and software licence management. Maintaining appropriate inventory and cataloguing systems for new, existing, and obsolete stock.

2.24   Make petty cash purchases and/or requisitions for stock in line with the School's established financial and authorisation procedures.

2.25   Receive and check deliveries and associated invoices.

Health and Safety

2.26   Carry out routine health and safety checks on IT and/or audio-visual equipment reporting to relevant senior manager.

2.27   To work safely and to make Health & Safety observations.

3   General

3.1   As part of your wider duties and responsibilities you are required to promote and actively support the School's responsibilities towards safeguarding. Safeguarding is about keeping people safe and protecting people from harm, neglect, abuse and injury. It is about creating safe places, being vigilant and doing something about any concerns you might have. It isn't just about the very old and the very young, it is about everyone who may be vulnerable.

3.2   Carry out your duties with due regard to current and future School's policies, procedures and relevant legislation. These will be drawn to your attention in your appointment letter, your statement of particulars, induction, ongoing performance development and through School communication.

3.3   To undertake such other duties and responsibilities of an equivalent nature, as may be determined by the postholder's supervisor from time to time, in consultation with the postholder.

3.4   The postholder's duties must at all times be carried out in compliance with the Equal Opportunities Policy and other policies designed to protect employees or service users from harassment.

   a) Take reasonable care of the health and safety of self, other persons and resources whilst at work.

   b) Co-operate with management of the Service as far as is necessary to enable the responsibilities placed upon the Service under the Health and Safety at Work Act to be performed, e.g. operate safe working practices.

RESPONSIBLE TO: Business Manager

RESPONSIBLE FOR: IT Technician(s) and Apprentice(s)

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INFORMATION TECHNOLOGY MANAGER
EMPLOYEE SPECIFIATION

KEY	ESSENTIAL	DESIRABLE
Qualifications & Experience	• Proficient technical experience in a range of hardware and software, including LAN/WAN networks. • Experience of providing IT support to a medium sized organisation, evidence of knowledge of operational protocols, network security and data management. • Experience of delivering training and/or advice on IT matters to a range of stakeholders.	• experience of working with young people • deal sensitively with people and resolve conflicts
Knowledge and understanding	• Excellent use and knowledge of ICT applications i.e. Microsoft Word, Excel, Access, Teams, Office 365, E-mail and the Internet. • Knowledge of Windows Server 2012, 2016 and 2019 administration. • Experience of dealing with ICT issues as they arise and solving problems for ICT users • Experience of supervising and motivating staff. • Experience of setting up and configuring computers and experience of network development. • Experience of PC repairs and maintenance. • Experience of setting up and maintaining network servers both physical and virtual (Hyper-V) • SIMS.net system administrator experience • Experience with Cashless Catering and Access control systems. • Experience of resolving difficulties in Information Systems i.e. School Information Management Systems (SIMS) • Experience of managing and development of Exchange Online, SharePoint, Azure AD Connect, SSO, OneDrive, Teams, Azure, WDS, MDT, SCCM. • Experience of managing Microsoft Active Directory Services and associated technologies - GPOs/DNS/DHCP/Powershell • Understanding of data protection legislation and relevant good practice.	• understanding of safeguarding and promoting the welfare of young people • working knowledge of website design and management
Skills and ability	• Ability to work consistently, prioritise and delegate appropriately, to handle pressure and to work to deadlines • Ability to communicate clearly and sensitively, both orally and in writing, with students, staff and other partners	

	• Ability to work in a team, and collaboratively with other staff • Line management ability • Ability to manage a large budget. • Ability to interpret information and data • Creative thinking skills and able to anticipate, identify and solve problems • Demonstrate good judgment • Ability to learn, adapt and apply knowledge to different systems/software	
Personal Qualities	• Able to follow direction and work in collaboration with line manager • Able to work flexibly to meet deadlines and respond to unplanned situations. • A good record of attendance and punctuality • Desire to enhance and develop skills and knowledge through CPD.	• reliability, integrity and stamina • respect confidentiality • achieve challenging professional goals

Below is a list of some of technologies and solutions used within school

- Hyper-V
- Knowledge of SAN/NAS/Hyper-Converged technologies
- Microsoft Server 2008R2/2012R2/2016/2019 + SQL
- Microsoft Windows 10
- Networking skills inc. LAN/WAN/VPN/Switching
- Sophos AntiVirus
- Microsoft SharePoint
- Microsoft Office 365
- Microsoft OneDrive
- Microsoft Teams
- Microsoft Exchange Online / On Premise
- Print management software e.g. PaperCut
- Veeam backup software
- VOIP telephony systems
- Wireless networking and controllers
- Smoothwall UTM and internet filtering
- Capita SIMS
- Cashless Systems,
- Inventry Visitor solution,
- Security Access Systems
- CCTV systems