Job Description

Job Title: School ICT Manager

Supervision: ICT Technician

Job Summary

To strategically manage the development and maintenance the school IT systems and infrastructure and to provide an exceptional level of support, keeping the school at the forefront of ICT.
The IT Manager will have excellent leadership, communication skills and hands-on IT experience, with the capability to manage and develop their team to achieve outstanding results. An innovative individual with a passion to enhance and streamline IT systems.

Key Responsibilities

ICT Infrastructure Management

- To develop the School's Digital IT Strategy and successfully implement it, developing medium and long term coordinated planning to keep the school up to date with the latest innovations.
- Manage the School's network infrastructure, servers, storage, workstations and cloud services.
- Line manages the School's IT Support Staff, carrying out performance management, allocating and managing tasks and providing training/mentoring as necessary.
- Ensure the smooth operation of the school's Information Management System (SIMS) and Financial Management Systems (FMS).
- Responsible for printing and photocopying management solutions.
- Support the full range of financial planning for IT, through the identification, planning and costing of all future developments and upgrades, including procurement and tenders.
- Manage the relevant IT budgets and achieve best value for the school's expenditure in line with requirements of service dictated by operational needs & service provision requirements of the school.
- Advise on the procurement of new ICT systems and technology to meet the school's needs.
- Responsible for ensuring all School's back-up and IT systems are fully operational, having complete responsibility for the school's core infrastructure.
- Responsible for the management of the school's curriculum and administration infrastructure and applications including Management Information Systems (MIS), SIMS and the School's telecommunication systems.
- Responsible for the school's audio-visual systems ensuring all classrooms have the appropriate provision when they need it and that it is well maintained and working effectively.
- Responsible for the implementation and staff training of new IT services to ensure successful integration and to train staff on the use of ICT systems and applications.
- Responsible for the high level of security of the school's systems ensuring Antivirus and Patching is kept up to date and the correct security practices are implemented across the network.
- Develop and maintain robust disaster recovery procedures in conjunction with key personnel and ensure disaster recovery functions are periodically tested.
- Responsible for all planned ICT works, liaising with external contractors as required.
- Responsible for maintaining a comprehensive list of the school's hardware inventory, software licences insurance list and computer audits.
- Develop, implement and maintain the school's IT policies and procedures.
- To manage RDP and VPN used by the school to aid remote working/learning.
- Responsible for the School's website, support ongoing website developments and projects and ensuring the site continues to be operational and materials are updated.

- Ensure all web-based technologies remain fully operational.
- Ensure data protection/GDPR procedures are current
- Manage, test and implement the installation of all new computer software as required, enabling the delivery of ICT to all operational areas
- Manage the day-to-day maintenance of the school's computer systems, including but not restricted to: Active Directory, DNS, DHCP, Radius, Helpdesk system, Management of internet & email filters, Control & monitoring systems and CCTV.
- Liaise with partners and external suppliers of the school on IT related issues and ensure the school complies with its obligations of GDPR with third party users of our data.
- Ensure the correct disposal of damaged and un-repairable equipment (WEEE) and that the school meets its recycling duties in line with current procedures and legislation.
- Monitor system use, suggesting enhancements to the headteacher and action as needed.
- Keep abreast of technological advances and advise on future innovation solutions and adoption if necessary
- Deliver a customer friendly service to all staff and pupils, according to agreed service levels.
- Log and undertake support requests. Monitor performance against service levels whilst managing the Service desk tickets in conjunction with the field technician.
- Provide analytical data to the Headteacher/Line Manager in order to monitor performance and identify areas for learning and improvement.
- Must have a flexible approach to working hours to accommodate whole school operation day
- Manage network downtime to allow for network updates and any infrastructure changes
- Carry out iPad image creation, deployment and troubleshooting, and manage and test Apple apps.
- Maintain and administer Apple School Manager.
- To work with the school 3rd party ICT provider, External consultancy and external IT service management as required
- To attend and participate in SLT meetings and duties as requested by the Headteacher and/ or Business Manager.
- To undertake such other duties and responsibilities of an equivalent nature, as defined by line manager from time-to-time, subject to the provision that normally any changes of a permanent nature shall be incorporated into the job description in specific terms.
- Perform any other task deemed reasonable by the Principal/SLT.

Personal Specification

Key Criteria	Essential	Desirable
Education and Training	Microsoft Certified Solutions Expert (MCSE) certification or equivalent.	Relevant degree in Information Technology, Computer Science, or a related field. Additional certifications such as CompTIA Network+, CompTIA Security+, or Cisco Certified Network Associate (CCNA).
Experience	Proven experience of 3 years plus in managing and maintaining ICT networks, infrastructure and support services. Strong knowledge of network management, server maintenance, ICT front line support and cybersecurity. Experience in procurement and budget management. Strategic and operational understanding of ICT to meet the developing needs of the school. Implementing personally developed strategic plans to facilitate accelerated improvements in educational standards, or business output. Fault finding and resolving problems (Both software and hardware) on a daily Basis. ICT experience of network capabilities, including network management, security and restoration of disaster recovery, web management and other issues. An excellent record of punctuality and Reliability.	Experience of working with ICT infrastructure preferably in an educational setting. Relevant experience in installing network wiring and switches including router configuration and including the line management of ICT technicians. Update knowledge of current legislation and laws. Knowledge of ISO/IEC 27002 security principles.
Skills and Ability	Strong analytical skills with the ability to work efficiently, multi-task, prioritise and stay calm under pressure. Excellent skills, abilities and knowledge of: SIMS (School's Information Management System) High level of organisational and time management skills, with the ability to	

	delegate and ask for assistance when required. Strong communication and interpersonal skills with the ability to communicate and explain computer systems and procedures to adults and students in simple terms.	
Personal attributes	Excellent communication skills, both in writing and verbally. Proactive and enthusiastic with the ability to solve problems and take initiative. Excellent people skills, including positive interaction with both staff and students. Evidence of the willingness to learn new skills and gain further qualifications. Flexible and adaptable to the needs of the school on a daily basis. Possess confidentiality and integrity. Commitment to continuous professional development.	Desire to keep abreast of the latest technological advances