**Job Description**

**ICT Operations Manager**

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| **Job Purpose** | To help deliver the School’s aims and objectives by ensuring the provision of a first-class educational Information and Communications Technology (ICT) environment that is secure, reliable and extensively utilised by staff and pupils both for teaching and learning and for the effective administrative operation of the school.  With the support of the Central ITS team, working under the direction of the Director of Finance and Operations, working as a member of the School’s Operations Management Team and leading a local team of technical staff, to take responsibility for the management, installation, maintenance, availability, security and integrity of the School’s ICT infrastructure and associated hardware, software and systems.  To take the lead role in ensuring that ICT support services in the school are delivered in a robust, reliable, professional and pro-active way to inspire confidence amongst school staff and pupils that school ICT systems and services can be relied-upon at all times and, in particular, in high-pressure situations.  With support from the Finance Manager, take the lead role in budget and planning for school ICT systems and hardware procurement, maintenance and project works.  To take the lead on development and delivery of logistical, operational and administrative systems and processes to facilitate the efficient daily operation of the School’s ICT systems and services.  To take the lead, from concept to delivery, of large-scale ICT systems maintenance, hardware and infrastructure improvement projects. |
| **Accountable to:** | Director of Finance and Operations |
| **Accountable for:** | * Senior-level technical support of school’s ICT systems, hardware and software * Ensuring a resilient platform is available for the School’s ICT systems and fall-back systems are in place * Ensuring Trust and School deadlines are met and that the ICT support team delivers services to the quality standards prescribed by both the Trust and the School * Leading and managing a team of technical staff * Delegated budgetary, inventory and asset management as defined by the school * Identifying opportunities for continuous improvement, innovation and implementing and testing new hardware, systems and services |
| **Accountabilities** | **Security and compliance**   * Ensure the school’s ICT systems are robustly protected from security vulnerabilities and detailed processes are in place that adhere to local and central ICT security policies including regular review * Manage and maintain the backup of the school’s electronic data in accordance with GDST policy and best practice, ensuring that periodic testing is undertaken to ensure reliability of backup systems * In conjunction with the Trust ICT Security and Compliance Manager and the DFO, develop, implement and manage a robust disaster recovery plan, procedures and platform and perform and document periodic Disaster Recovery (DR) testing * Develop, implement, review and update School ICT compliance policies and procedures as and when required * Ensure that GDST policies are implemented and systems are in place to monitor, maintain and manage compliance including in relation to licensing, as evidenced via the GDST ICT Compliance Dashboard * Supporting the DSL and other staff as appropriate with ensuring that web filtering reports are produced regularly, and offering advice and support as to their interpretation   **Maintenance of ICT infrastructure, systems, hardware and software**   * Overall responsibility for supporting, maintaining and managing the school's ICT infrastructure, systems and software including display screens and other AV devices, the MFD estate, mobile and VOIP telephony systems, client devices and peripherals. * Manage the reliability, performance and availability of the schools ICT infrastructure * Be responsible for ensuring that a regular programme of planned inspection, testing and maintenance is in place and is followed, ensuring the resolution of failures in hardware and software identified * Manage and maintain the school’s ICT systems, monitoring to ensure they can securely support teaching, learning and the administration of the school and undertake action as necessary to ensure consistent delivery of ICT services * Ensure local school policies and procedures, including regular and routine "housekeeping" tasks are followed to maintain fully operational, robust and secure ICT systems * Manage the deployment of school systems, upgrades and patches, working with 3rd party suppliers as necessary and ensuring that ICT changes are managed in a planned, structured, documented and well-communicated way * Responsible for managing the operational relationship with third party contracts, making sure that any issues are clearly communicated, actioned, and resolved, and where applicable, that Service Level Agreements are negotiated/agreed and adhered to * Ensure that stocks of consumables (including printer toners and waste toner boxes) are maintained at satisfactory levels to prevent service interruptions * Undertake housekeeping tasks as necessary when other staff are not in attendance or are otherwise engaged   **Asset and resources management**   * Responsible for the management of all ICT assets within the school, maintaining a comprehensive register and associated maintenance schedules as required * Ensuring effective stewardship of ICT resources through deployment and management of asset tracking systems and regular and robust auditing and hardware management * Accountable for the annual IT budget bid and management, ensuring internal procurement processes are followed for all purchases, demonstrating best value provision and ensuring that relevant records are kept and reports can be delivered to leadership as and when requested. * Assist in the selection, testing and acquisition of computer and communications hardware, software and third party application packages - responsible for analysing hardware and software resource requests to ensure that appropriate solutions are procured   **Provision of ICT Support Services**   * Accountable and responsible for delivering a high quality, reliable, customer-focused and responsive ICT support service to all users * Manage ICT issues to resolution in a structured and positive way using an IT service desk system and ensuring that all requests for ICT support are actioned in accordance with established procedures and priorities including ensuring that appropriate trouble shooting is undertaken and actions documented prior to escalating incidents to the GDST service desk * Work collaboratively with the Trust Office ITS team and/or 3rd Parties in managing issues escalated to them to resolution * Analyse service desk reports and statistics to identify trends and identify proactive responses where possible * Provide technical advice to users in support of the resolution of ICT incidents * Provide general advice and guidance on the use of school ICT systems * Providing technical and AV support as required to school activities and events   **Projects and development**   * Undertake research, development and testing of new products and services to ensure their suitability for the school and compatibility with the GDST infrastructure * Advise on system enhancements and make recommendations for improvements or replacements * Identify and develop innovative hardware and software solutions to meet the needs of the school, but which do not compromise the ICT systems and/or security of other schools or Trust Office * Manage the implementation of new ICT systems, where necessary employing established project management methodology (eg Prince 2) and, where appropriate, working collaboratively with the Trust Office ICT team throughout the planning, implementation, testing and evaluation stages as necessary for both locally and centrally originated projects   **Leadership and teamwork**   * Effective leadership of the ICT Support Team to proactively and committedly, manage all ICT support issues to prompt and effective resolution * Manage the School’s ICT Support budget, including creation and maintenance of a 5 year maintenance and lifecycle-management plan to manage the school’s ICT infrastructure, hardware, software and maintenance budgets and monitoring the management of those elements delegated to staff for which responsible * Working in collaboration with the DFO and other school leaders, take the lead role in planning and executing the ICT support budget * Arrange personal annual leave so as be available to oversee periods of peak activity in the teams for which responsible * Manage and authorise annual leave requests for ICT Support team members to ensure adequate cover is in place to accommodate peak periods of activity * Take personal pride in ensuring that the appearance and smooth running of the School’s ICT infrastructure, hardware, support systems and routine operations contribute to a positive image of the school, and encourage and direct others, as appropriate, to do so * In liaison with the Director of Finance and Operations, recruit, induct, develop, deploy, motivate and appraise staff for which responsible to ensure that they have clear expectations of their roles, and that high performance standards are achieved and maintained * Ensure that duty rotas and daily routines designed to ensure that the School’s ICT network, hardware, systems, software and services are maintained consistently, and in accordance with agreed specifications and are effective and operational at all times * Responsible for developing, embedding and managing standards and working practices centred on a proactive and responsive approach to ICT support to end users to ensure that a high quality, professional and effective ICT support service is provided to the whole school community * Creating and supporting the ICT support team’s personal development plans, driving continued professional development linked to the school’s support requirements and ICT strategy * Ensure School ICT responsibilities are performed in line with the responsibilities matrix agreed with GDST ITS Team and that all tasks and duties are completed to a satisfactory standard and on a timely basis * Work flexibly as required in support of the duties of the role, including support for after school and weekend events, and instil flexibility into the working practices of the team * Ensure ICT support staff attendance at staff briefings and week ahead meetings to ensure awareness and preparedness to support school events and activities * Working with other school staff and pupils as necessary to assist with and advise on the establishment and maintenance of ICT projects, displays, co and extra-curricular activities as required from time to time * Accountable for ICT operations and priorities for the school, including making priority decisions in connection with support requests and ongoing, larger ICT systems and infrastructure developments * Define and implement ICT procedures for the School including proactive procedures to ensure the smooth running of ICT systems with maximum up time * Be responsible for the maintenance of up-to-date policies and procedural documentation of all relevant ICT and AV systems and hardware, including maintenance contracts and warranties, ensuring they are kept up to date and all changes to ICT systems, hardware, software and procedures are fully recorded * Responsible for periodic reporting to senior leadership and Trust-office on day-to-day operations and any development work, presenting information appropriately as required * Work collaboratively with teaching and learning and business support staff to understand their ongoing technology requirements, in order to support in the development of the IT strategy and ongoing IT operations planning and management. * Regular liaison with curriculum and pastoral managers to support ICT-enabled teaching and learning throughout the school. * Work closely with the Facilities Manager, Data Manager and other school staff to support their needs and systems and, in collaboration with the Director of Finance and Operations and the Co-ordinator of the Use of Technology in Teaching and Learning, to contribute to the ongoing development of the School’s ICT Strategy * Encourage users to adopt good IT practice and ensure correct and appropriate use of equipment * Responsible for identifying barriers to the development of staff, network and projects to enable effective training to be delivered * Support and train school staff in their use of ICT hardware, software and systems including design and delivery of comprehensive ICT onboarding and induction processes for new staff   **Health and Safety**   * To carry out risk assessments, in consultation with the Health & Safety Co-Ordinator, for own areas of work and those of staff for which responsible to ensure that those staff are familiar with safe working practices and understand the importance of complying with them * Assist the Premises Manager to monitor the work of ICT contractors on site, to ensure that it is carried out in accordance with specifications, health and safety requirements, and agreed arrangements for minimising disturbance to the school community and neighbours * Attendance at termly meetings of the school Health & Safety Committee as required * Completion of all required H&S training and oversight of the H&S training needs of ICT Team members   **Communications and marketing**   * Build effective relationships and provide a courteous, friendly service to all stakeholders both internal and external. (e.g. pupils, parents, staff, contractors, GDST Estates Department, Governors, Hirers etc) * Ensure display screens and other ICT equipment located in high profile areas such as entrances, reception areas, halls and main circulation areas (indoor and outdoor) are maintained to an excellent standard of presentation as well as functionality * Assist during school functions or lettings as required, and prior to school/public relation events (e.g. open days, concerts, tours by visitors) ensure that all school ICT assets and equipment are checked for functionality, tidiness, and overall presentation etc * To promote at all times to all school users values of sustainability, efficient use of energy and responsible approaches to waste minimisation and recycling   **Monitoring, evaluation & assessment**   * Where services are provided by an external contractor (e.g. MFD repairs and/or servicing, data cabling installation etc), oversee safeguarding and H&S arrangements and procedures and monitor standards against specification and workmanship on a regular basis, reporting back to the Facilities Manager as required * Liaise with the facilities team about spot checking contractors on site to ensure agreed method statements, policies and procedures are being adhered to and that no obvious H&S risks are evident on a day-to-day basis (within own knowledge and experience)   **General**  The postholder may be required to carry out *ad hoc* other duties within their level of competence from time to time, not limited to but including:   * Porterage of equipment, furniture and other items as necessary to support the needs of the school * Erection and dismantling, conveyance and storage of equipment, racking, furniture, rigging, stands, staging etc * Providing technical support to school events and activities, including lets to third parties * Working at height * Driving school vehicles * Reasonable other duties as requested by the Director of Finance and Operations to cover the continuing operation of the School |
| **General requirements** | All school staff are expected to:   1. Work towards and support the school vision and the current school objectives outlined in the School Development Plan. 2. Contribute to the school’s programme of extra-curricular activities. 3. Support and contribute to the school’s responsibility for safeguarding students. 4. Work within the school’s health and safety policy to ensure a safe working environment for staff, students and visitors 5. Work within the GDST’s Diversity Policy to promote equality of opportunity for all students and staff, both current and prospective. 6. Maintain high professional standards of attendance, punctuality, appearance, conduct and positive, courteous relations with students, parents and colleagues. 7. Engage actively in the performance review process. 8. Adhere to policies as set out and communicated by the School and Trust Office from time to time. 9. Undertake other reasonable duties related to the job purpose required from time to time |
| **Review and Amendment** | This job description should be seen as enabling rather than restrictive and will be subject to regular review |

**Person Specification**

**Skills Required**

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| Ability to lead, manage and motivate a team of staff to complete both essential, planned maintenance activities and also to be responsive to the varying needs of the school on a day-to-day basis | Essential |
| Ability to work effectively both in collaboration with other professionals/teams and also on own initiative | Essential |
| Excellent interpersonal skills, particularly the ability to relate to young people, parents, colleagues and external agencies. Excellent communicator - excellent oral and written communication skills with excellent negotiating and influencing skills | Essential |
| Excellent organisational skills and methodical approach | Essential |
| Good time management, including ability to prioritise and organise own workload and to work to deadlines | Essential |
| High level of ICT skills - sufficient to devise and maintain appropriate systems for the operation of the school in accordance with policies and requirement | Essential |
| Demonstrable competence in design and maintenance of ICT systems in an educational setting | Essential |
| Demonstrable competence in operating an ICT support service in an educational setting | Essential |
| Analysis skills | Essential |
| Strong verbal reasoning ability | Essential |
| Ability to identify and set key priorities | Essential |

**Knowledge Base**

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| Knowledge of Microsoft Windows Operating Systems | Essential |
| Knowledge of Microsoft Server Operating Systems | Essential |
| Knowledge of Active Directory | Essential |
| Strong hardware knowledge | Essential |
| Strong understanding of software applications | Essential |
| Knowledge of service desk systems | Essential |
| Knowledge of preventative maintenance routines | Essential |
| Knowledge of mobile and office-based and mobile telephony systems | Essential |
| Knowledge of Apple technology | Desirable |
| Knowledge of school MIS and other database applications | Desirable |
| Knowledge of relevant health and safety requirements | Desirable |
| Familiarity with other computer controlled systems (eg access control, CCTV, fire and intruder etc) in an educational setting | Desirable |
| Understanding of safeguarding requirements and procedures | Desirable |

**Qualifications/Attainment**

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|  | Level |  |
| MCSA/MCSE or equivalent |  | Essential |
| ITIL | Foundation | Essential |
| Degree level ICT Support qualification or equivalent |  | Essential |
| Apple Computers certification |  | Desirable |
| Prince 2 project management or equivalent |  | Desirable |
| PASMA certificate or equivalent |  | Desirable |
| Full UK Driving Licence |  | Desirable |
| MIDAS certificate or equivalent |  | Desirable |

**Experience**

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| Experience of managing a technical team | Essential |
| A strong IT technical background | Essential |
| Proven experience of managing server and network architecture and infrastructure | Essential |
| Proven experience of Microsoft/Apple/Google management | Essential |
| Proven experience in the design of ICT systems | Essential |
| Experience of managing 3rd party service providers | Essential |
| Experience of diagnosing and resolving technical errors | Essential |
| Experience of implementing technical solutions | Essential |
| Expert understanding of ICT Hardware and Software | Essential |
| Awareness of project management methodology | Essential |
| Experience in Project management | Desirable |
| Experience of implementing Apple Computer technology in an educational environment | Desirable |
| Experience of working in education | Desirable |

**Attitude/approach**

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| Focused, determined and action oriented – gets the job done despite obstacles/impediments | Essential |
| Able to deal with pressurised situations in a calm and caring way | Essential |
| Proactive mindset – foresee and plan for potential issues before they arise | Essential |
| Professional and approachable attitude | Essential |
| Self-motivated with a positive ‘can do’ approach to work | Essential |
| Methodical and precise | Essential |
| Attention to detail | Essential |
| Determination to search for solutions to sometimes complex problems | Essential |
| Customer-focused with excellent client facing skills | Essential |
| Strongly task-driven and ability to multi-task | Essential |
| Strategic and creative thinker | Essential |
| Strong educational focus | Essential |
| Prepared to travel in support of the duties of the role | Essential |
| Prepared to work flexibly in support of the duties of the role | Essential |
| Honesty and integrity | Essential |
| Willingness to learn new skills | Essential |
| Reliable | Essential |
| Well presented | Essential |