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| **Job Description – Trust IT Services Manager** | A black background with blue text  AI-generated content may be incorrect. |

Reporting to the Director of Operations

Salary: SFCA Support Staff Scale 28 - 30

Hours: 37 hours per week, whole year

The role will lead the IT Support team in three main areas:

1. The management and control of a resilient IT infrastructure and supporting all Trust activities by maintaining IT, digital media, communication and audio-visual equipment thus enabling its effective use by staff, students and for other partner educational establishments (Trusts & schools).
2. Working closely with all Trust staff, those staff from partner educational establishments, outside agencies, for example, consultants, providers of maintenance contracts etc.
3. Alongside the Director of Operations you will develop and implement a Trust-wide IT strategy.

The role of the Trust IT Services Manager combines both management of the IT Support team and a hands-on role to support the team in all the tasks wherever necessary. It will be an expectation that the Trust IT Services Manager is capable of carrying out the majority of IT Support roles whilst being able to delegate responsibility to the appropriate person.

**Responsibilities:**

**IT Maintenance and Security**

1. Manage and control the operation of all Trust networks including installation and configuration of new software, hardware, cabling, security, communication systems and audit.
2. Maintain and administer College VoIP telephony system (and selected academies) to ensure high quality communication system. Ensuring direct lines where necessary and admin of internal call numbers.
3. Manage and monitor the day to day running of the networks, hardware, software and IT, AV and digital equipment, communication systems thus ensuring compliance with Trust policies.
4. Be responsible for research, keeping up to date, design, development and installation of new IT/AV and digital systems.
5. Take a role in the management of supporting specialist software provision for curriculum delivery applicable to one or many subject areas. This role will involve, amongst others, research (including investigation), promote awareness to teaching staff, deployment, installation and configuration to meet end users’ needs.
6. Be responsible for all aspects of security and integrity of Trust owned data throughout its life cycle and ensuring the security of Trust network from internal and external unauthorised access, including any other parties who pay for our IT services.
7. Provide advice to Trust entities on the replenishment of IT equipment.
8. Maintain the security of cloud hosted data and services by taking the lead in configuring and pro-actively monitoring the Trust email system, Azure AD, SharePoint, Teams, and their security and administration centres. Train the IT support team in the use of these systems.
9. Maintain the security of on-site data and services by taking the lead in configuring and pro-actively monitoring the Trust firewalls. Train the It support team in the use of these systems.
10. Produce incident reports in the case of investigations of data misuse or loss, and in the event of any security incidents.
11. Develop and manage systems to maintain security updates for servers, clients and other network connected devices across the Trust. Perform firmware updates where appropriate. Perform security updates as soon as possible while maintaining business continuity.
12. Be responsible for the implementation of security policies which control the perimeter of on-site and cloud hosted data, to prevent unwarranted unauthorised access from external sources.
13. Prepare and implement the ‘IT Network Disaster Recovery’. In the event of an unplanned failure or disaster, manage the implementation of the ‘IT Network Disaster Recovery’ plan.
14. Ensure a rapid effective communication between the IT Support team and end users.
15. Take the lead on IT projects.
16. Ensure a robust process is in place to effectively allocate, monitor and retrieve all IT related equipment.

**Staff Management**

1. Lead and develop IT staff to ensure the Trust has an effective, engaged and highly performing team with the right skills and experience to deliver a high-quality IT management service.
2. Managing the performance and appraisal of all IT staff in line with Trust policies and procedures
3. Plan, monitor and direct the work of the IT Teams
4. Develop and implement working procedures and standards for all IT staff
5. In conjunction with others, organise and manage the regular training and development of the IT team.

**Contract and Budget Management**

1. Be responsible for the IT budget and procurement process.
2. Manage and develop the IT provision (both hardware and software) for new academies joining the Trust and partner educational establishments who have arranged to have their IT services provided by the Trust. As well as all the above responsibilities it will include customisation of the end user facilities and experience.
3. Plan and manage the handover of IT services for academies joining the Trust and any organisations purchasing our IT service. Preparing equipment in advance of join date where possible.

**Other duties**

1. Strategically plan for Trust-wide IT replenishment activity ensuring that the Trust can provide the best possible learning experience to all its pupils and students.
2. Produce regular reports and updates to the Central Executive team
3. Carry out such similar duties as may be required by the Chief Executive Officer, commensurate with the post.

This job description sets out the main responsibilities for the postholder but is not intended to be an exhaustive list. Specific duties may change from time to time without changing the general nature of the post and the postholder is expected to be flexible in the range of responsibilities they undertake commensurate with the responsibility and salary.

Signed …………………………………………………………. Date ……………………………………

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| **Person Specification – Trust IT Services Manager** | A black background with blue text  AI-generated content may be incorrect. |

**Essential:**

Qualifications and Training

* Recognised computer/network management qualification at Level 4 or higher.
* Literacy and numeracy qualifications at Level 2 (GCSE) or higher.

Knowledge/skills/abilities

* Management experience of an IT Team
* Knowledge and experience of maintaining cyber security within an organisation.
* Extensive knowledge and understanding of Window client/server operating systems and architecture.
* Extensive knowledge of Office 365
* Experience of designing, configuring and managing networks.
* Experience of procurement and budget management.
* Experience of managing projects. In-depth knowledge of computer systems/networks and a range of software applications.
* Experience in network management and IT support.
* Experience in the use of a SharePoint system

Personal Requirements

* Able to plan and prioritise own work programmes and those of others, work to deadlines and manage conflicting priorities.
* Able to work with a range of end users, including those of partner colleges, understand their needs and prioritise the work of the team accordingly.
* Able to lead, organise, manage, deploy and motivate others and demonstrate supervisory skills.
* Able to liaise effectively with external suppliers and contractors.
* Able to solve problems and design solutions.
* Demonstrate excellent communication skills and IT Support skills.
* Able to keep accurate records and work within agreed frameworks.
* Exhibit excellent end user care skills.
* Be proactive in exploring and recommending appropriate improvements in technology.
* Able to train others
* Able to work constructively as part of the wider College team.

Other

* Commitment to undertake in-service development
* Understanding of health, safety and welfare regulations and best practice affecting IT.
* Able to identify own training and development needs and those of others and participate in activities to address them.
* Able to manage continuous professional development and staff appraisal and share knowledge with other staff and support and encourage their development through training.
* Understanding of Data Protection and Copyright requirements.

**Desirable:**

* Experience in the use of a MIS system e.g. Unit-e
* Experience in the use of a VLE (Moodle).
* People Management experience or training
* Experience of website design and management
* Experience of working in a learning environment.