

Holy Family Catholic School and Sixth Form

Job Description:	ICT Services Manager
Responsible to:	School Business Director
Salary:	(Pts 33 – 38)
Hours:	36 per week
Responsible for	Onsite Technicians x 2

Overview

This role encompasses three key responsibilities. Firstly, to lead the planning and management of IT infrastructure across the school, working closely with the School Business Director and Deputy Headteacher to advise the Senior Leadership Team on future developments, innovation, and procurement. Secondly, to provide responsive support to staff and pupils, ensuring ICT issues are efficiently addressed and resolved. Finally, the role involves overseeing the technical support teams, offering guidance, training, and ongoing support as needed.

ICT Infrastructure and Network

- Responsible and Management of the ICT infrastructure which consists of Servers (HP), Switches (HP), Windows & Mac workstations, portable devices, software and peripherals.
- Management of all ICT networks, infrastructure, computer workstations, software and peripherals.
- To be responsible for overseeing high quality support and guidance to staff and pupils for the effective use of technical equipment and software
- Work with the school leadership team on ICT strategic planning and take overall
- Responsibility for the management and development of the infrastructure of the school's ICT network, liaising with key staff to ensure that ICT services meet curriculum and office needs.
- To monitor and report on any issues regarding the performance of the network infrastructure.
- Keep abreast of new technological developments in ICT and present proposals with recommendations to senior management which would benefit the school.
- Plan for major developments of the ICT service and project manage their implementation.
- Have an overall view of the capabilities of the school's ICT services and contribute to continuous improvement to meet future needs to ensure competent and forward thinking management of ICT.
- Act as the main point of contact between school and the IT support.
- Provide school network support for the MIS and Financial Management Systems (Access) and manage the installation, upgrade and configuration the software on the school site, providing technical support to key users as required.
- Troubleshoot hardware and network problems and liaise with IT support team
- To lead on the installation of new equipment.
- To update and maintain the Asset Register – update and actions including tagging and present annual stock take reports to the Governors.
- To provide advice and support on any future procurement of IT equipment and updates of the core ICT equipment.
- Work with the school's publicity officer on development, security and up-keep of the school website.

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Monitoring and Evaluation

- Liaise with appropriate staff to order equipment and software, deal with suppliers regarding ICT related business, including leading the tendering process for ICT related products; and to manage the central ICT equipment budget economically.
- Monitor and report on any upgrades carried out to the network and advise on any proposed developments.
- To lead the IT support team and provide reports on any preventative maintenance work carried out to the Senior Leadership Team.
- Be the main point of contact between the IT support team and the school and to log and sign off any service desk requests.
- To manage the Office 365 system and provide regular updates on system status.
- To oversee support to staff with all Office 365 related issues, including training and individual support.
- Attend any available training to ensure awareness and competency in the latest technological developments and cascade to the IT support team.
- Sustain IT support & service to school to partner Primary school next door.
- To ensure all ICT working practices adhere to the Ethos of the school, online safety policies and Health and Safety requirements.

Line Management

- Line manage and take responsibility for the work of the two ICT technicians to ensure they carry out their duties effectively and receive adequate support, guidance and training in order to provide a high quality ICT support service.
- Supervise and take responsibility for the work of the Reprographics Officer to ensure they maintain effective and efficient reprographics and print copy solutions to support the work of the School and maintain awareness of copyright legislation.
- To carry out performance management.
- To provide training and ongoing support.
- To manage sickness and leave.

General

- To oversee the team responsible for recording and transferring learning materials to other media formats, including the processing of audio and video computer files, subject to legal and organisational limitations.
- Carry out any other duties in line with the level of responsibility of the post.
- In discharging the duties of the post to have due regard to the provisions of the Health & Safety at Work legislation. Including oversee DSE assessments carried out by IT Technicians.
- Oversee engineers responsible for the management of the mobile devices in the school (iPads, iPods and handheld devices).
- Present the school in a positive manner at all times.
- In dealing with members of the school's community to be mindful, at all times, of the school's and the Council's Equal Opportunities policies.
- Work with others by building good links with partner schools particularly primary school next doors.
- Provide support to School Business Director with GDPR related matters and meeting compliance

Postholder's signature _____ Date _____

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Person Specification ICT Services Manager

	Essential	Desirable
Qualifications and Professional Development		
A.	Evidence of continuing professional development to update your skills.	Working knowledge of Secondary school related ICT systems & services
B.	Excellent ICT skills. A good standard of literacy and numeracy.	Specialist training in networking and use of specific hardware platforms.
C. D.	Relevant ICT and/or professional qualifications (MCP, MCSA, CCNA, CompTia N+ Network Plus, ITIL)	Higher education qualifications relevant to the field or Bachelor's Degree
Previous Experience		
A. B.	Experience of successfully managing ICT network/s, hardware and software functions in order to support the day-to-day operation of an establishment/company.	Experience of working in a school environment
C. D.	Experience supporting/troubleshooting a variety of Microsoft Technologies including Active Directory/Group Policy, DNS, DHCP, Microsoft NPS, Windows 10, Windows 11, Microsoft Server 2022 operating systems, Remote Access Servers and Gateways, VPN tunnels.	Experience managing a VMWare environment including upgrading hosts to latest OS and Migration across hypervisor platforms.
E. F.	Experience supporting/configuring cloud/office 365 technologies such as Microsoft Teams and SharePoint	Experience setting up Azure cloud compute or AWS infrastructure
G. H.	Experience of managing change and implementing new systems/procedures/controls.	Experience of working in a school or similar establishment and of using a range of IT and new technologies to support the highest quality learning
I. J.	Experience of designing, implementing and testing robust backup strategies.	Working knowledge of schools information management systems (ideally SIMs)
K. L.	Experience configuring/troubleshooting networking equipment such as switches, Wi-Fi, Firewalls, access points and controllers	Mitel telephony experience
Knowledge, Skills and Attributes		
A. B.	Technical understanding of network topology and operation and the ability to set up a windows based network	Experience of planning, designing and procuring IT for a medium to large sized network

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C. D.	Excellent computer skills - knowledge of the operation of all versions of Office including Office 365	Powershell knowledge
E.	Ability to work under pressure and deal with conflicting demands	Managing school CCTV system
F.	Excellent problem-solving skills	Paxton, Invenry, Google, LGFL, Office365 & Exchange Server
G.	Ability to action plan and evaluate the impact of change	Experience of gathering and responding to end-user feedback.
H.	Approachable and friendly with excellent interpersonal skills	Successful experience of leading team and line managing staff
I.	Excellent organisational skills and the ability to work independently with minimum supervision	
J.	A willingness to be adaptable and work flexibly in accordance with the needs of the service	Sense of humour, drive and enthusiasm
K.	Ability to keep up to date with the latest technologies relevant to the working environment	
L.	Integrity and the ability to maintain confidentiality of information	