

## ICT MANAGER (full time)

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**Salary:** Remuneration depending on qualifications and experience

**Reports to:** Director of ICT Operations

Reporting to the Director of ICT Operations, the ICT Manager is responsible for:

- Line managing the ICT technicians and any apprentices.
- Managing the School's ICT infrastructure including servers, network, and security systems.
- Managing the school's ICT, AV, Service Desk, providing a user-friendly and high performing service to staff and students.
- Maintaining and upgrading software applications as well as undertaking tasks to promote the effective use of ICT across school, both educationally and in administrative functions.
- Deputising for the Director of ICT Operations and contributing to developing the school's ICT strategy and planning.

In addition to ICT Manager, the postholder will hold the post of Data Compliance Officer with regards to data protection plus assist the Director of ICT Operations to plan and deliver ICT service projects.

### Job Description

#### Key Responsibilities:

#### ***Line manage the ICT support team and play a strategic role in developing ICT strategies***

- Line manage and motivate the ICT Technicians plus any other departmental staff (for example, apprentices) developing their knowledge and agreeing annual objectives and supporting as needed via relevant training schedules
- Attend bi-weekly strategic/operational meetings with the Director of ICT Operations (and the Director of Finance and Operations where appropriate)
- Contribute to the development of a school ICT strategy and attend the ICT Digital Strategy meetings alongside the Director of ICT Operations
- Take part in the annual planning and budgeting cycle
- Deputise for the Director of ICT Operations in his absence, including occasional out-of-hours support

#### ***Manage the school's server estate and help to develop and maintain the school's technical infrastructure***

- Pro-actively manage the school's server estate within parameters set by the Director of ICT Operations.
- Support the Director of ICT Operations to provide network support and to administer dual domains.
- Support the Director of ICT Operations to ensure ICT business continuity, e-safety and security of electronically stored data.
- Stay up-to-date with new technological developments within the school environment.

**Manage the ICT Service Desk, providing high quality ICT support to staff and students across the school**

- Set, communicate and meet agreed service levels for the use of photocopiers, PCs, software and hardware.
- Deliver a customer friendly service to all staff and students, according to agreed service levels.
- Log and undertake support requests as needed. Monitor performance against service levels whilst managing the Service desk tickets in conjunction with the ICT technicians.
- Provide analytical data to the Director of ICT Operations and Director of Finance and Operations in order to monitor performance and identify areas for learning and improvement.
- Provide technical website support (using WordPress) and support ongoing website developments and projects.
- Support external visitors, as necessary, with ICT implementations and presentations.
- Work alongside the Theatre Technician from time to time, as instructed by the Director of ICT Operations.

**Maintain and upgrade software applications and promote the effective use of ICT across the school**

- Create and implement a structured approach to rolling out Jamf and other MDM solutions.
- Assist ICT Technicians with iPad image creation, deployment and troubleshooting, and manage and test Apple apps.
- Maintain and administer Apple School Manager.
- Install and administer specialised Departmental Curriculum software, including for examinations.
- Oversee the use, development and integration of the various web portals, databases and other systems used by the school (e.g. SIMS, WCBS PASS, CPOMS, Medical Tracker, Firefly etc)

**Data Compliance**

- Assist the Director of ICT Operations with any SARs.
- Advise the Director of Finance and Operations and the Director of ICT Operations if made aware of any data incidents or breaches.
- Complete relevant training on Data Protection and GDPR, as necessary, to fulfil the role.

### Person Specification:

In order to fill this role effectively, the ideal candidate will have the following skills and experiences:

<i>Education</i>	<ul style="list-style-type: none"> <li>• Relevant Comptia or Microsoft certifications highly desirable</li> <li>• Degree level or equivalent (we will also consider applicants without a degree that have sound technical knowledge and experience)</li> </ul>
<i>Experience</i>	<ul style="list-style-type: none"> <li>• Experience of managing and running an ICT Service Desk</li> <li>• Experience in line management</li> <li>• Significant demonstrable experience in a user-faced ICT role, preferably in the education sector</li> <li>• Experience in managing Microsoft applications, Jamf and other MDM solutions</li> <li>• ITIL experience desirable</li> <li>• Data protection and compliance experience (preferable)</li> </ul>
<i>Skills and abilities</i>	<ul style="list-style-type: none"> <li>• Strong technical knowledge of windows server technologies; HyperV, Active Directory, DNS, SCCM</li> <li>• Knowledge of a wide range of software used in a school environment</li> <li>• Analytical, able to collate and present data</li> <li>• Able to work without close supervision and to take ownership of service delivery</li> <li>• Able to prioritise and used to working in a fast-moving environment</li> </ul>
<i>Personal attributes</i>	<ul style="list-style-type: none"> <li>• Personable, able to understand and empathise with non-technical users</li> <li>• Proactive and enthusiastic</li> <li>• A hands-on, team player</li> <li>• Excellent communication skills, both in writing and verbally</li> <li>• Able to solve problems and take initiative</li> <li>• Highly organised, and adept at juggling priorities and remaining calm under pressure.</li> </ul>
<i>Commitment to</i>	<ul style="list-style-type: none"> <li>• The KAS ethos, and child-centred enlightened education</li> <li>• Working in a 'can-do' culture with a commitment to continuous improvement.</li> </ul>

### Hours of work and benefits:

- Normal hours of work are from 8.00 am to 4.00 pm. However, the post holder will be required to work the hours required to fulfil the role and will be expected to provide out of hours support from time to time.
- Paid holiday entitlement is 26 days per school year (plus 8 bank holidays)
- Contributory Pension Scheme (5% employee contributions, 10% employer contributions) and associated life assurance scheme
- Whilst not a contractual commitment, it is the school's custom to provide all staff with free lunch during the school term.

We value the diversity of our staff and students, and everyone at The King Alfred School is equally valued and respected. We aim to be an inclusive employer that reflects the communities we serve. We are committed to providing a fair, equitable and mutually supportive learning and working environment.

To read more about King Alfred's diversity and inclusion statement, please see our DEI statement and KAS Against Racism policy.

All members of the King Alfred School community are committed to safeguarding and promoting the welfare of children and young people.

Applicants must undergo child protection screening, including checks with past employers and the Disclosure and Barring Service.

**Rehabilitation of Offenders Act 1974**

All posts involving direct contact with children are exempt from the Rehabilitation of Offenders Act 1974. However, amendments to the Exceptions Order 1975 (2013) provide that certain spent convictions and cautions are 'protected'. These are not subject to disclosure to employers and cannot be taken into account. Guidance and criteria on the filtering of these cautions and convictions can be found on the Disclosure and Barring Service website or at Unlock.