

**Job Description**

**Job Title ICT Manager**

**Reports to Bursar**

**Liaises with** Senior Leadership Team

External Agencies

Academic and Support Staff

Students

**Working Pattern:** Full-time post

**Job Summary**The job holder will be responsible for the formulation of and delivery of an ICT/technology strategy to support the evolving requirement of the School. A firm focus on technological innovations and customer service expectations will ensure the stakeholder experience is optimum. Line management of a competent, proactive, solution/customer focused department.

**Key Responsibilities**

* Develop, and maintain under review, a customer centric ICT/technology strategy
* Define IT infrastructure strategy, architecture, and processes
* Analyse business requirements by partnering with key stakeholders across the organisation to develop the user experience
* Lead IT projects, including the design and deployment of new ICT systems and services, considering the users’ own behavioural/training requirements
* Monitor performance of (technologic performance and effectiveness as a solution) information technology systems to determine cost and productivity levels, and to make recommendations for improving the ICT infrastructure
* Assess vendors and develop test strategies for new hardware and software
* Troubleshoot hardware and software issues related to internal ICT
* Ensure smooth running of the ICT department including the day-to-day management of the current staff
* Provide a first-class customer service to both internal and external users, in considering what a first-class customer service is the role will be responsible for ensuring the right quantity, quality and mix of skills are employed/engaged within the department to deliver this.
* Performance management of the team within the Department, setting of targets in support of SIP Priorities and measuring performance against those targets
* Responsible for the ICT budget, obtaining competitive prices from suppliers, to ensure cost effectiveness, demonstrating value for money and compliance at all times
* Scheduling upgrades and security back-ups of hardware and software systems
* Responsible for risk mitigation and system security, developing a tight control environment to reduce network exposure and efficient continuity/back-up solutions
* Ensuring the smooth running of all ICT systems, including print/file services, telephony system and email provision
* Ensuring that software licensing laws are adhered to
* Providing secure access to the network for remote users
* Ensuring the security of data from internal and external attack
* Providing third line support to users
* Managing crisis situations, which may involve complex technical hardware or software problems
* Mentoring and training new ICT support staff
* Keeping up to date with the latest technologies
* Be responsible for the School’s data control environment ensuring the security of personal and private information and its timely disposal
* Delegated ownership of the School’s IT and data related policies.

**Person Specification**

**Essential Skills and Qualifications**

* Highly motivated self-starter
* Strong line management/leadership skills
* Ability to manage own workload and the workload of the Department in an environment of competing priorities with initiative and flexibility
* Excellent communication and interpersonal skills (both written and oral), particular requirement to communicate with non-tech members of staff
* Strong problem solving and evaluative skills with a ‘solution focused’ approach to challenges
* Budget ownership experience and understanding/demonstrating value for money
* Understanding of the capabilities and constraints of technology and resource implications in terms of budgets
* Recognises “the customer” and what good customer service looks like.

**Health & Safety**

Personally responsible for the health, safety and welfare of all staff and students that may be affected by the postholder’s acts and/or omissions.

**Equal Opportunities**

Personally responsible for equal opportunities awareness and ensuring that the postholder is aware of, and carries out, the provisions contained in the Equal Opportunities policy.

**Safeguarding Children**

To be responsible for safeguarding and promoting the welfare of children and young people.

The post holder must be aware of and comply with all School policies and procedures.

**Essential Experience**

* At least 3 years in a senior IT Manager position or similar role

**Desirable Experience of**

* IT provision in Education and particularly in Boarding Schools
* Management of virtual environments (VMWare)
* Server / Network hardware
* Network Switch configuration + A good understanding of LAN / WAN configuration
* Meraki WI-FI
* Microsoft 365 including Azure / Intune / Autopilot
* Proficient in Active Directory including group policy management
* A good understanding of network security including firewalls (Sonicwall)
* Backup technologies both onsite and cloud (Backupexec / Barracuda)
* VOIP Telephony Systems
* Access control systems
* EPOS Systems
* SIMS knowledge, an advantage

**Personal Attributes**

* Ability to work to deadlines and retain a sense of humour even when under pressure
* Willingness and ability to work flexible hours as required (ability to work as a team member)
* To act with professionalism, integrity and confidentiality at all times