



The Harvey Grammar School

IT Support Manager (37 hours per week, 52 weeks per year) HGSP5 (£45,115 - £52,882)

Job Description

Line Manager: School Business Manager

Responsibilities

This job description lists in general terms the normal duties which the post-holder will be expected to undertake. However, the job or duties described may vary or be amended from time to time without changing the level of responsibility associated with the post.

- Develop and implement IT strategies aligned with the school's educational objectives.
- Provide advice to the Leadership Team on the IT landscape and emerging technologies.
- Lead the relationship with our managed support provider (MSP), contractors, vendors, and suppliers.
- Balance working on user support requests against planned/regular maintenance activities.
- Manage workload via cloud-based ticket system for the benefit of staff and pupils.
- Ensure compliance with legal and contractual obligations regarding IT resources, software licensing, and services.
- Maintain confidentiality, integrity and availability of school data and services.
- Manage IT budget, optimize expenditures.
- Manage network services such as Active Directory, JAMF Pro, DHCP, DNS and MDT/WDS.
- Develop and execute a hardware and software patching strategy to maintain network security.
- Manage and maintain the IT asset register, assist staff in recovering lost/stolen devices.
- Deployment and troubleshooting of software solutions on desktops, servers, and mobile devices.
- Plan and execute IT equipment refresh strategy, including workstation rollouts and laptop builds.
- Track and respond to service degradations in cloud/third party services.
- Manage and maintain network infrastructure and oversee server commissioning and updates.
- Develop the network as a learning resource, including maintaining the school's website, intranet and line-of-business applications.
- Oversee school print management solutions, including print credit management and reporting.
- Design and implement security and backup systems, including disaster recovery and cyberattack response plans.
- Maintain classroom audio-visual equipment, including touchscreens, AV systems and projectors.
- Maintain security cameras, network video recorders and physical access control/check-in systems.
- Implement and manage antivirus/firewall/content filtering policies and associated monitoring systems, responding to threats as appropriate.
- Conduct system upgrades outside of normal business hours to minimize downtime.
- Perform root cause analysis of any network outages, provide recommendations to Leadership Team.
- Coordinate ordering, stocking, and replenishing of IT consumables.
- Participate in available training opportunities to support professional development.
- To be aware of and comply with policies and procedures relating to child protection, equal opportunities, health, safety, security, confidentiality and data protection, reporting any concerns to the appropriate person in order to maintain a safe and secure learning environment for pupils