IT Infrastructure and Systems Manager Manager - Job Description and Person Specification

Job Title:	IT Infrastructure and Systems Manager
Salary range:	Kent Range 9/G (£34,421 - £38,308)
Contract:	37 hours a week/52 weeks per year
Hours:	IT Infrastructure and Systems Manager

Main purpose of the role:	Delivery of a high quality, multi-site ICT service, responsible for the management, installation, maintenance, availability and security of the curriculum and administrative ICT network, including the hardware and software infrastructure. Objectives: • To ensure that the integrity of the ICT infrastructure is maintained. • To ensure the smooth running of the ICT Support Service. • To support the delivery of ICT across the curriculum. • To advise staff on emerging technologies as appropriate. • To contribute to the vision of the ICT development.

Duties and Responsibilities

Summary

- Management of the network infrastructure, servers, workstations and software.
- To ensure that client's ICT Support requests are dealt with effectively.
- Identify, plan and cost future development and upgrades to the ICT infrastructure.
- Leading the use of the ICT Network for BMS, security, AV, telecommunications.

Specific Responsibilities include:

Strategic
- In conjunction with the Wider Leadership Team (WLT), develop a medium and long-term strategy for the development and growth of ICT in all areas of the School.
- Develop and implement a technical strategy and associated system architecture that meets the needs of current ICT usage and future development needs under the medium and long-term ICT strategies.
- Manage the ICT budget in line with management plans and ICT strategies and in consultation with the Head of Operations
- Provide technical expertise and input to tender documentation for all current and future projects requiring services related to ICT
- Demonstrate a willingness and ability to work flexibly, sometimes outside of normal core hours, in order to ensure the School's objectives are supported and that continuity of ICT services are maintained.
- Ensure an asset register is maintained for all assets that are under the remit of the ICT department

Technical
- Overall responsibility for the network infrastructure and related ICT service provision to users in the School.
- Work as a team with the IT Technician, to provide ICT hardware and software support either by telephone, remote access or visits, this will include hardware repairs and kit disposal; routine systems, hardware and software maintenance; testing, installation and configuration of new hardware and software in a network environment.
- Manage ICT requirements and technical support on a day-to-day basis, dealing with a wide range of technical enquiries for PC's and peer-to-peer networks, iPads, internet connections and email systems for all staff, telephone systems and photocopiers ensuring that reliable, efficient and effective ICT services are provided to all users of the School.
- Remain fully aware of the best practice in respect of new and emerging ICT technologies, hardware and software and particularly the application of ICT to education and administration.
- Provide detailed procedural and systems documentation when required.

- Escalate support issues to external support service/s when necessary.
- Ensure that a robust disaster recovery plan is in place and regularly reviewed in light of changing circumstances
- Administer and configure all switches and routers ensuring there is an up to date an accurate Network Schematic.

Project and Contract Management
- Identify, plan and cost all future developments and upgrades of the ICT infrastructure.
- Effectively manage agreed projects and any subsequently resulting service contracts or agreements.
- Manage the purchase of hardware, software, consumables and external contracts effectively with approval from the Bursar and within budget.
- Build effective working relationships with 3rd level service providers, suppliers of maintenance and support services where appropriate to ensure the repair or maintenance of computer systems
- Ensure appropriate level maintenance contracts are in place for all equipment (e.g. ICT, telephones, photocopiers).
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Compliance
- Maintain the integrity and security of the School network at all times ensure appropriate level fire wall and system back-up solutions are in place.
- Ensure appropriate levels of compliance are met for Data Protection and GDPR compliance. Maintain current and develop and implement new standard ICT policies and advise upon and monitor the Staff and Pupils' Acceptable Use Policies.
- Ensure there is an up to date and well maintained hardware and software licensing inventory. Ensure the School complies with all Health & Safety legislation in relation to ICT use and that ICT is included in all relevant Health & Safety documents, policies and procedures.
- Work with the Wider Leadership Team to ensure appropriate measures are in place to balance security and safety of pupils whilst allowing staff and pupils to utilise effectively the ICT resources

People Management
- Line manage the ICT Support Staff
- Provide regular support and direction to the IT Technician to ensure quality of service provision and that any professional development needs are met where appropriate.
- Oversee the IT Technician to provide technical support for staff and pupils.
- Conduct individual and group training on the use of ICT resources and identify and organise the implementation of an ongoing training framework to ensure all users are able to maximise the use of ICT.
  - Be an integrated team member, working closely and supporting the helpdesk function at all other times to ensure the delivery of completed project, fault and problem solutions to the customer base.

  The duties may be varied to meet the changing demands of the school/pupils and these duties may therefore be changed at the discretion of the Assistant Headteacher and following consultation with you.

Person Specification – IT Infrastructure and Systems Manager

	Essential
Professional Qualifications	• A+ Certification or other appropriate IT Industry qualifications • 5 Years' experience within an educational IT technical support environment
Experience	• ICT Support background • 5 Years' experience within an educational IT technical support environment
Skills and Knowledge	• Technical skills and best practice guidelines encompassing current versions of: • Microsoft operating systems for desktops and servers • Network management solutions • Help desk software and reporting • Physical network technologies including management of switching, routing and wireless network • MS Office applications • Active Directory, Azure, Hyper-V & Virtual Servers • LAN (Aruba/HP) & Ruckus WLAN technology • TCP/IP inc DHCP, DNS & LAN/WAN Topology • Printers, scanners, digital cameras & mobile devices • Cloud Backup systems (Veeam) • CCTV/VOIP & POE • HP/Aruba Switch administration • OS Deployment using MDT/WDS • Comfortable in the advanced use of MS PowerShell • Apple technologies e.g. iPads • Anti-virus software • SQL database backup procedures • Knowledge of current IT market, including new developments in hardware and software • Knowledge of current IT legislation and licensing requirements
Values and Qualities	• Ability to communicate effectively with all stakeholders • Committed to Beacon ethos and values • Able to deal with all pupils and work colleagues regardless of race, colour, sex, disability, age or religious belief • *Values & Ethos should be aligned with the school's as follows:* • *Learning - Inspiring excellence in teaching, learning and progress* • *Support – Democracy, Caring for others, Openness, Equity, Self Help, Equality, Social Responsibility* • *Development - Self responsibility, Honesty, Together*

The Beacon School is committed to ensuring the highest levels of safeguarding and promoting the welfare of children and young people. All staff, regardless of role, level of seniority and location, have a responsibility to ensure the highest levels of safeguarding and promoting the welfare of our pupils, and we expect all our staff and volunteers to share this commitment.