

JOB DESCRIPTION

Trust IT Manager

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| Reporting to: | Director of Innovation & Development |
| Location: | Trust wide |
| Weeks of work | 36.5hrs per contracted working week whole year. Flexible in line with the needs of the Trust |
| Grade/salary: | Grade 4 Spinal Column Points (SCPs) 23 to 31 (£32,076pa - £39,186pa) – salary range as at 01.04.2023, Pay award pending from April 2024. |
| Pay progression: | Incremental progression within the grade will be subject to professional criteria-based performance assessment |

Job Purpose

- Work with the Director of Innovation & Development to fully realise and embed the Trust's Digital Strategy
- To provide an efficient, effective robust ICT Technical Support Service to members of the Equitas Trust Academies community, across multiple sites
- Install, configure, manage and maintain all Trust servers, clients, peripherals, cloud-based services and applications
- Provide ICT training and support, across the Trust, for staff and students in the use of hardware, software and cloud-based services
- Manage and supervise ICT Support staff across Trust
- Liaise with 3rd party suppliers / contractors where necessary.

Key Responsibilities

1. General admin duties in support of the Trust's computer networks

- Take responsibility for the provision of ICT support in all areas of the Trust Academies and provide help and support for all staff and students within each academy
- Provide day to day management and safeguarding & security monitoring of access to, and usage of, all Trust ICT systems and services
- Monitor and manage the Trust ICT helpdesk to ensure any issues are rectified efficiently and within specified Service Level Agreements, and provide timely analysis of, and strategic reactions to, trends in relation to helpdesk requests
- Support and monitor Trust backup systems ensuring disaster contingencies are in place in the event of such faults to minimise disruption
- Provide support to classroom teachers across the Trust during lessons, including working with students
- Log and manage support calls, overseeing repairs or maintenance in the case of Trust equipment which is under warranty or a maintenance or lease agreement
- Maintain up to date documentation of Trust ICT Systems

2. To provide installation, maintenance, repair and support of Trust ICT systems and services

- Proactively check and maintain Trust ICT facilities and software within Trust ICT suites and vigilantly spot ICT equipment that has been damaged or misused

3. To provide technical assistance and basic training to Trust staff and students

- Train other staff in the appropriate use of Trust ICT such as interactive displays and other audio visual and computing devices in order to promote the pupil educational experience
- Produce and maintain training and self help materials for Trust stakeholders
- As e-learning lead, strategically plan, organise and deliver appropriate training across Trust

4. To provide day to day management of access to the Trust ICT systems and services including logons, passwords, printing and access to files/ user areas

- Use own initiative to ensure solution focused problem solving positive outcomes
- Liaise and build excellent partnership working relationships across Trust and with stakeholders

5. To demonstrate and promote good practice, safety and adherence to Trust policies relating to all aspects of the use of Trust ICT systems and services

- Ensure academies security, anti-virus and internet filtering systems operational and are not circumvented
- Maintain an up to date inventory of all Trust ICT related assets
- Ensure that only licensed software is used on Trust Academy ICT equipment
- To ensure that all Trust ICT equipment is security marked or has appropriate categorical numbering
- Collaborate and liaise with all Trust stakeholders ensuring compliance and good practice is in place at all times
- Maintain confidentiality of information acquired in the course of undertaking duties
- Be aware of safeguarding and promoting the welfare of children and to report any concerns in accordance with the school's safeguarding policy

6. To assist the Strategic ICT Network and Systems Manager to continually maintain and develop ICT systems and services across the Trust

- To assist in the development of teaching & learning capability across the Trust, specifically relating to online learning for teachers and students.
- Assisting, where requested, with the installation, upgrade and maintenance of servers and network infrastructure
- Contributing to future planning to improve the efficiency and effectiveness of Trust ICT systems and services
- Continually research and investigate new or improved ways of working to ensure the Trust ICT systems are operating at their most effective and efficient

7. To install, configure, manage and maintain the resources and services provided by the Trust ICT Team including but not limited to:-

- Desktops and Laptops (Windows 10/11)
- iMacs
- Microsoft 365 including Office Apps, Microsoft Teams, OneDrive, SharePoint, PowerBi, Microsoft Entra (Azure), Microsoft Intune.
- Windows Servers, 2016, 2019 and 2022. Including Active Directory, Group Policy, DNS, DHCP, Hyper-V Management, Azure AD Connect

- School Websites
- Web Filtering - Smoothwall Cloud, Filter and Monitor
- IP Phone Systems
- iPads
- Network and Microsoft 365 Backups
- Wifi
- Firewalls
- Switches/Routers
- CCTV Systems
- Door Access Control
- Support with Trust MIS system where required
- Other specialised software including Adobe Creative Cloud Suite.

8. Project Management responsibilities:

In conjunction with Trust leaders across the Trust, take the lead in the implementation and development of Microsoft Office/Teams, and other relevant software/programmes/cloud based services to enable teachers to teach, students to learn and all admin/support staff to provide the support needed to maximise use, competence and capability of Microsoft Office. This will include:

- Project management of online learning platforms, to enhance teaching & learning provision and to better enable leaders to organise their workflow efficiently;
- Lead and develop CPD to enable staff to use and develop their knowledge and understanding of developing teaching and learning technologies;
- Work with stakeholders to improve their technical knowledge, understanding and skills in the use of Trust systems;
- To manage and support all in the use of new ICT systems implemented;
- Work with Trust leaders to set up new technologies, so that they are user friendly and fit for purpose;
- Contribute effectively to the development of coherent policy across the Trust, in accordance with statutory requirements;
- Develop training collateral that supports staff in their personal development;
- Develop our understanding of cyber-security and threat and make recommendations accordingly;
- Strategically lead and support a team of ICT technicians across the Trust, including facilitating performance management target setting and reviews?
- Engage with 3rd party suppliers / contractors to ensure the successful delivery of projects.

Other

- To undertake any other duties commensurate with the grade as required.
To undertake appropriate professional development including adhering to the principle of performance management

Equitas Academies Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. The successful candidate will be subject to all pre-employment checks necessary to meet safer recruitment requirements, including a satisfactory enhanced DBS check, right to work check and references.

**PERSON SPECIFICATION
SENIOR ICT SUPPORT SUPERVISOR**

Method of Assessment (MOA)

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|------------------------------|--------------------------|----------------------|-----------------------------|-------------------------|
| AF - Application form | C - Certification | I - Interview | T – Test or Exercise | P - Presentation |
|------------------------------|--------------------------|----------------------|-----------------------------|-------------------------|

| Criteria | Essential/Desirable (E/D) | MOA |
|---|---|------------|
| Qualifications/Education NB: Full regard must be given to overseas qualifications | A – C grades in English & Maths | AF/C |
| | University degree in computing, HND or HNC level or relevant equivalent professional / technical/vender specific qualifications (D) | AF/C |
| | Membership of an appropriate professional body such as: BSC, ITIL, ACM, etc. (D) | AF/C |
| | COMP TIA, MSCE, MIE, City and Guilds qualifications are an advantage (D) | AF/C |
| | Further industry standard professional qualifications such as Microsoft Innovator Training certificate (D) | AF/C |
| Experience Relevant work and other experience | Experience of providing technical support in Trusts or Academies (D) | AF/I |
| | Excellent knowledge and experience of Microsoft 365 suite | AF/I/T |
| | Working knowledge and experience of Group Policy, DNS, DHCP, Hyper-V, Microsoft Entra/Intune, Active Directory | |
| | Sound LAN WAN WiFi knowledge and experience of TCP IP protocols (E) | AF/T |
| | Good working knowledge and experience of major networking components, network operating systems and basic computer hardware components (E) | AF/I |
| | Practical or professional experience and knowledge of a ICT specialism or supporting service teams and/or providing support to the public.(E) | AF/I |
| | Experience and working knowledge of Mac OSX and Linux is beneficial (D) | AF |

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| | | AF/I |
| Skills & Ability | Proven skills and ability in the use of firewalls, Web Filtering & Internet Security software (E) | AF/I |
| | Ability to troubleshoot simple and complex problems effectively (E) | AF/I |
| | Ability to effectively prioritise and execute tasks in a high-pressure environment (E) | AF/I/T |
| | Experience of working with third parties (D) | AF/I |
| | Using effective verbal, written and interpersonal skills to communicate confidently at all levels, whilst maintaining good working relationships with a diverse range of people (E) | AF/I |
| | Ability to maintain complete confidentiality and discretion within all situations. (E) | AF/I |
| | Excellent communication and people skills, across staff and students; | AF/I |
| | Ability to input into the development of ICT strategies and policies (E) | AF/I/T |
| Behaviours | Adaptable, accountable and dependable with a focus on accuracy and timeliness (E) | AF/I |
| | Able to liaise using tact and diplomacy with internal/external stakeholders, particularly parents/carers, members of the Trust Board and the local community. (E) | AF/I |
| | Ability to establish constructive relationships and communication with all staff and other agencies/professional bodies, etc (E) | AF/I |
| | Tenacious in resolving issues of all kinds; in proactively seeking out improvement opportunities and delivery of solutions (E) | AF/I |
| | A willingness to personally embrace and celebrate the ethos and values of the Trust (E) | AF/I |
| | To proactively take the time to develop yourself and others (if applicable) through training, coaching, mentoring etc. (E) | AF/I |
| | A willingness to embrace and celebrate the ethos and values of the Trust (E) | AF/I |

All staff are expected to understand and be committed to equal opportunities in employment and service delivery in line with the equality act.

Reviewed by: _____

Date: _____