

JOB DESCRIPTION

POST TITLE:	ICT Technical Services Manager
LOCATION/BASED:	Corporate Services Office (North Gosforth Academy)
GRADE:	N9
RESPONSIBLE TO:	Head of IT Operations
RESPONSIBLE FOR:	Onsite ICT Support Team
CORE PURPOSE:	To analyse business requirements and to design, configure, implement and maintain ICT solutions in respect of specific, areas of technical and service responsibility.

MAIN DUTIES & KEY RESPONSIBILITIES

1. To provide technical leadership, guidance and direction to onsite ICT staff/workers/contractors across the Gosforth Group Estate.
2. To support the design, implementation and operational delivery of ICT strategies and plans as assigned by the Head of IT Operations.
3. To take responsibility for the audit and administration of the ICT operational risk register, identifying risks associated with the ICT estate at the earliest opportunity, supporting the Head of ICT Operations to mitigate.
4. To be responsible for the maintenance of ICT systems and solutions, and the identification appropriate of resources and skills to maintain as appropriate.
5. To be responsible for back up and disaster recovery procedures, ensuring regular testing and fit for purpose checks are in place and administered appropriately.
6. To take responsibility for the review and development of the fixed asset register, regularly liaising with the ICT onsite technical teams to ensure the register is well maintained, escalating any concerns to the Head of ICT Operations as necessary.
7. To provide advice and guidance to the Head of ICT Operations regarding the identification of asset replacement, ensuring schools are receiving best value for money, whilst complying with the Trusts procurement procedures.
8. To ensure ICT hardware and software are deployed, installed and maintained in accordance with the requirements of the Trust's Digital Strategy.
9. To develop the ICT architecture (including network, servers, storage, applications and management tools) to maximise the investment in technology and ensure efficient use of resources.

10. To be responsible for embedding ICT service standards, processes and procedures, including the implementation and maintenance of service management software and toolkits.
11. To be responsible for operational compliance of ICT policies through the maintenance of safeguarding software and implementation of security protocols.
12. To be a key point of contact in the escalation process for technical issue arising through the fault resolution process, working with appropriate stakeholders to achieve a conclusion.
13. To deputise for the Head of ICT Operations (as required) on issues relating to the delivery of ICT, including representing the Trust at meetings and working groups.
14. To support in the procurement of ICT software, hardware and services as required, including managing and maintaining working relationships and service provision with third party service providers.
15. To take responsibility for the day to day monitoring of ICT operational budgets, seeking appropriate purchase approval, reconciling expenditure and escalating any concerns to the Head of ICT Operations.
16. Liaise with external specialists for technical advice on matters as required.
17. Any other duties commensurate with the role.

GENERAL RESPONSIBILITIES

1. Demonstrate the vision and values of the Trust in everyday work and practice.
2. To promote and safeguard the welfare of children and young people they come into contact with.
3. Maintain a positive view of change and be prepared to adapt the role as the Trust grows, matures and evolves.
4. To develop and maintain effective relationships with staff, pupils, parents, Trustees, local Governors, local businesses, and stakeholders.
5. Attend out of hours events as reasonably required.
6. Take responsibility for your own continuing professional development.
7. Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
8. Carry out duties in line with the Trust's Policy on Equality and Diversity and be sensitive and caring to the needs of others, promoting a positive approach to a harmonious working environment.

OTHER

The above duties are not exhaustive, and the post holder may be required to undertake tasks, roles and responsibilities as may be reasonably assigned to them by the Trust.

It's important we keep this document up to date, so that everyone knows exactly what is expected of them and misunderstandings are avoided. This job description will be kept under review and may be amended via consultation with the individual and Trust as required. Trade union representation will be welcomed in any such discussions.

PERSON SPECIFICATION

POST TITLE: ICT TECHNICAL SERVICES MANAGER

SKILLS, KNOWLEDGE AND APTITUDES	ESSENTIAL	DESIRABLE
Demonstrable people management skills, specifically motivational and empowerment skills.	✓	
Demonstrable knowledge and understanding of managing operational IT.	✓	
Understanding of academy trust operations in relation to ICT.		✓
Extensive knowledge of Microsoft OS.	✓	
Knowledge of software and network integrity and security.	✓	
Knowledge and experience of working with Microsoft Azure, Microsoft PowerShell, Microsoft SQL Server, VMWare and Veeam.	✓	
Knowledge and understanding of risk management.	✓	
Cyber Security knowledge.	✓	
QUALIFICATIONS AND TRAINING	ESSENTIAL	DESIRABLE
ICT degree or equivalent, or qualified by experience.	✓	
Evidence of relevant, recent continuing professional development.	✓	
Relevant industry qualifications and/or certifications, e.g. MCSA/MCSE, ITIL, etc.		✓
Project management.		✓
EXPERIENCE	ESSENTIAL	DESIRABLE
Recent of experience of managing, motivating and developing a high performing, customer focused team.	✓	
Recent substantial successful experience of working in a similar role.	✓	
Technically experienced with a proven ICT record including delivering complex systems / network to meet ICT needs.	✓	
Extensive experience configuring and deploying Microsoft desktop operating systems, including configuration using Active Directory and Office 365.	✓	
Experience of collaboration, developing and sustaining positive relationships with relevant stakeholders.	✓	
Experience of installing, testing and maintaining hardware and software for networks and stand-alone use.	✓	
Delivery of in-service training to colleagues.	✓	
Proven history of effective and efficient management and delivery of ICT and associated services support needs across various stakeholders.	✓	
Experience of working in a Multi Academy Trust.		✓
Experience of working with SIMS and other school-based systems.		✓
PERSONAL QUALITIES	ESSENTIAL	DESIRABLE
Flexible, adaptable, and willing to meet the needs of the Trust.	✓	
Confident, conscientious and detail conscious.	✓	

Excellent organisational skills.	✓	
Highly developed interpersonal skills.	✓	
Ability to work under pressure.	✓	
Interest in, and commitment to the Trust as a community.	✓	
A commitment to child protection and safeguarding.	✓	
SPECIAL REQUIREMENTS	ESSENTIAL	DESIRABLE
Willing and able to travel to academies across the trust and to flex working hours to attend and support meetings and events that are appropriate to the role.	✓	
Willingness to undertake further training if necessary	✓	
Satisfactory Enhanced DBS clearance	✓	
Medical clearance.	✓	
Minimum of 2 references which are satisfactory to the Trust.	✓	
Evidence of qualification certificates.	✓	
Evidence of Right to Work in the UK.	✓	
Full UK driving license and access to a car during working hours.		✓

The Trust is committed to safer recruitment practice and pre-employment checks will be undertaken before any appointment is confirmed. The Trust is committed to safeguarding and promoting the welfare of children and young people and it expects staff and volunteers to share this commitment.