



Upper Shirley High School
Belle Moor Road
Southampton SO15 7QU
Co-ed Comprehensive (11-16)
Tel: 023 8032 5333

Role: IT Manager
Hours: 37 hours/per week (52 weeks a year)
Grade: 9
Actual Salary: £31,601 - £36,379 (depending on experience)
Start date: September 2017

Message from Stuart Woods, Headteacher:

"Everyone who comes to USH comments on how great it feels to spend time here and I attribute that to the amazing staff and students who come here because they love it. The successful candidate will have the opportunity to genuinely shape our future and help us reach outstanding."

We are looking for a forward-thinking, experienced and highly motivated IT Services Manager to continue developing the school's IT provision, including progressing the implementation of Google Classroom and G Suite for Education, a priority for September.

The postholder will need to have the necessary qualifications/experience to manage the servers, networks, hardware and software installations within the school to ensure the day-to-day operation of ICT systems runs smoothly. Reporting to the School Business Manager, you will be responsible for the management, leadership, supervision, development and support of the school's IT systems and services.

The successful candidate will have the following skills and experience:

- A professional, positive and resilient outlook with excellent interpersonal skills
- An in depth knowledge of managing network infrastructure, including wireless and wired Ethernet systems, server management, SCCM, Active Directory, Group Policy, Microsoft Hyper-V and Windows 7 and 10 clients. Some Linux experience would be beneficial.
- Knowledge of computer hardware/software installation, AV technologies and printer technologies
- The ability to identify, research, develop, cost and implement new initiatives
- Experience in the development of ICT systems, policies and procedures
- Experience dealing with third party suppliers and contractors

Previous experience of working in a school environment is desirable but not essential. Some flexibility in working hours may be required to cover school events.

If you are looking for an opportunity that will allow you to progress and develop alongside our growth and development and you can demonstrate a proven track record in effectively managing resources and ICT networks, we want to hear from you.

An application pack incorporating a job description, person specification and application form can be downloaded from our website www.ushschool.org from the 'Staff' section.

Closing Date: Midday, Friday 14th July 2017
Interview Date: Tuesday 18th July 2017

Our school is committed to safeguarding and promoting the welfare of children and an enhanced DBS will be required for this post.

Job title:	USH IT Manager
Grade:	9
Responsible to:	USH Business Manager
Responsible for:	IT Technician

Purpose of Job:

- To manage all technical aspects of the school's IT systems, equipment and applications both learning and non-learning.
- Working alongside the Trust IT Manager and Business Manager to develop and direct the strategic ICT vision for the School and to ensure its effective implementation through appropriate planning, management and communication.
- To identify, lead, manage and support the development of new ICT systems, equipment and applications for the school to ensure the curricular and management needs of the school will continually be met.
- To work closely with decision makers in other departments to identify, recommend, develop, implement and support cost-effective technology solutions.
- To manage suppliers to provide efficient, effective and economic resources where necessary.
- To provide a high level of service to internal customers.

Key Responsibilities:

- To keep abreast of developments in the field of ICT and undertake research as appropriate.
- To be responsible for the computer systems within USH, overseeing installation, ensuring backup systems operate effectively, purchasing hardware and software, providing the ICT technology infrastructures for organisation and contributing to organisational policy regarding quality standards and strategic planning.
- To be responsible for ensuring that USH IT systems & technical solutions develop and are delivered using efficient and cost efficient methods.
- To ensure we achieve the most effective, efficient and economic use of our IT and communication equipment.
- To advise teachers, support staff and students on the use of software and hardware including technical and specialist information.

Job content: Standards

- Conduct all business to a high personal and professional standard of behaviour and presentation as directed, and in complete accordance with Trust procedures and practices.

Job content: IT

- To manage the Local Area Network software and equipment.
- Evaluating user needs and system functionality to ensure that IT provision meet these needs.
- To manage the preparation and installation of new software and computer systems as required and manage, deliver training as appropriate to maximise efficiency of desktop systems.
- To be responsible for site surveys and risk assessment for new projects/installations, coordinating and overseeing installation progress and quality of work.
- To carry out, out-of-hours maintenance via remote connection on MIS systems including upgrades and housekeeping to minimise disruption during school work day.
- To provide IT support at school events, such as Parents' Evenings, Information Evenings, Conferences, Music and Media productions.
- Maintaining all necessary records and documentation including network maps, inventories and details of licences, warranties and equipment checks as necessary.

- Managing software and hardware upgrades to ensure effective and efficient running of IT systems and services.
- Ensuring the smooth running of USH IT systems, including anti-virus software, print services and email provision.
- Ensuring that software licensing laws are adhered to.
- Ensuring the security of data from internal and external attack.
- Providing users and managers with appropriate support and advice.
- Managing crisis situations, which may involve complex technical hardware or software problems.
- Mentoring and training new IT support staff.
- Keeping up to date with the latest technologies.
- Maintain personal technical awareness and make recommendations for development of systems, practices and methods.
- Manage 1st, 2nd & 3rd line technical support on all USH computer resources.
- Assist the Web Developers where necessary.
- Systems Administrator for the USH IT infrastructure.
- To ensure regular implementation of scheduled maintenance for all servers and infrastructure, including liaison with Trust IT Manager and 3rd party maintainers as required.

Job content: Cloud / Google

- To support Teaching Staff in the use of Google Classroom and Google Docs, including training and trouble-shooting.
- To maintain staff and student G Suite for Education and Office365 accounts.

Job content: Other Technical / Operational

- To provide internal technical support to all staff on any technical issue that arises. To include, but not exclusively, telephones, voice mail, mobile phones, fax and photocopiers. To provide regular feedback to management on these issues via the use of Helpdesk call logging software and the production of helpdesk reports and statistics.

Job content: Security, Data Protection and H&S

- Ensure that full installation and upgrade records of all equipment and software are maintained on the asset management system, with special attention to warranty agreements and licence obligations.
- Management of all disaster recovery systems and policy.
- License management in accordance with regulatory authorities.
- Responsible for IT security including malicious software, patch management, network misuse, theft, loss and damage.
- Responsible for the implementation of backup routines and procedures. This includes:
 - The design and documentation of backup procedures at all sites.
 - Documentation of recovery procedures.
 - Monitoring of all scheduled activity.
 - Carrying out regular test restores.
 - Co-ordination of off-site backup storage.

Job content: Finance and Procurement

- Working alongside the Business Manager on planning, developing and implementing the IT budget.
- In consultation with the Business Manager, managing and overseeing the annual budget for IT.
- Sourcing hardware, software, equipment and consumables; obtaining quotes in line with Finance Policy.
- Working alongside the Business Manager to ensure procurement is completed in line with Trust policies and procedures.

- Working alongside the Business Manager to achieve best value for money in terms of purchasing and maintaining systems.
- Monitoring and evaluating the ongoing costs of IT, telephones, voice mail, mobile phones, fax and photocopiers costs for USH.
- Monitoring and evaluating the ongoing costs of maintenance and warranty agreements.

Job content: Administration

- Distribute and comply with School and Trust computer policies, to include backup and system housekeeping procedures, and take responsibility to ensure they are adhered to.
- Prepare and distribute user documentation via the IT Services Knowledgebase to ensure correct and accurate use of company IT resources and systems. Aid users to follow best practices.
- Ensure that full records of all faults logged and action taken are kept. Supply statistics as required on helpdesk performance and activities.
- Ensure duties comprehensively handed over before planned absences and ensure that cover is arranged for holiday and sickness as directed.
- Presenting, reporting and advising internal customers regarding current and future computing issues.
- Preparation and implementation of all USH IT related projects, policies and procedures.
- Preparation and maintenance all IT documentation i.e. manuals, user notes, installation instructions.
- Contributing to organisational policy regarding quality standards and strategic planning.
- All Multi-Academy personnel are periodically expected to carry out tasks and duties within their area of competence not listed herein, as directed, to meet the needs of the business. The particular duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed.

Supporting the school

At an appropriate level, according to the job role, grade and training received, all employees in the school are expected to:

- Support the aims, values, mission and ethos of the school and participate in a team approach to all aspects of school life.
- Attend and contribute to staff meetings and INSET days as required, and identify areas of personal practice and experience to develop.
- Take appropriate responsibility for safeguarding and children's welfare and be aware of confidential issues linked to home/child/teacher/school and keep confidences appropriately.
- Be aware of health and safety issues and act in accordance with the school's Health and Safety Policy.

Other Duties

The postholder may be expected to carry out duties other than those given in the job description where the level of responsibility is similar and he/she has appropriate qualifications or receives appropriate training to carry out these duties.

The postholder must:

- Carry out lunchtime and break time duties as directed.
- Ensure that trust policies and procedures are implemented and followed.
- Work as appropriate with the Trust Central Services team in matters relating to finance, HR, IT and Health and Safety.

POST: IT MANAGER – GRADE 9			
SKILLS/ ABILITY/ EXPERIENCE	TO DO WHAT?	HOW WELL? NOW OR WITH TRAINING?	HOW IMPORTANT AT THE TIME OF APPOINTMENT?
<u>KNOWLEDGE</u>			
Good knowledge of a range of IT systems, hardware and software <i>(This includes SIMS, Tucasi, Hyper V, Windows Server 2012 R2, Windows Deployment Services, Endian Firewalls, Arc serve, Smoothwall filtering and Axis CCTV, Ruckus Wireless and Canon MFDs)</i>	To strategically manage the development and maintenance of an efficient IT infrastructure	Now	5
Experience as an IT Manager or working in a IT environment at senior level	To have a strategic overview of the development of ICT in the school, in liaison with decision makers.	Now	5
Experience of working in a relevant position within a school environment	To provide a high level of service to internal customers and advise staff and students on the use of software and hardware including technical and specialist information	Now	4
Educated to degree level and/or formal industry recognised qualifications	To demonstrate an excellent level of literacy and numeracy and to provide theoretical, practical and procedural knowledge in a specialist area.	Now	5
Comprehensive knowledge and understanding of the role of ICT in the curriculum	To identify, lead and manage the development of new ICT systems to ensure the curriculum and management needs of the school are continually met	Now	5
Working knowledge of Health and Safety regulations pertaining to IT	To ensure that IT equipment is maintained to a safe standard, to instruct and guide others in the safe use of equipment, to ensure the school conforms to eSafety protocols and adheres to all ICT legislation and requirements	Now	4

POST: IT MANAGER – GRADE 9			
SKILLS/ ABILITY/ EXPERIENCE	TO DO WHAT?	HOW WELL? NOW OR WITH TRAINING?	HOW IMPORTANT AT THE TIME OF APPOINTMENT?
<u>MENTAL SKILLS</u>			
Ability to be creative, analyse problems and to come up with solutions to complex issues	To interpret complex information or situations, produce strategies over the long term and to provide outstanding IT support and maintenance service to the school	Now	5
Work planning skills (medium term planning)	To plan and organise the work of the team effectively to meet deadlines	Now or with training	4
	To assist with IT planning, developing and budget implementation	Now or with training	4
<u>INTERPERSONAL & COMMUNICATION SKILLS</u>			
Ability to communicate information and ideas effectively to a range of audiences, through excellent written and verbal communication skills, including oral, written, presentation and briefing others	To develop and maintain excellent working relationships with colleagues, pupils, external contacts and “partners” of the school	Now	5
	To communicate technical issues clearly to users	Now	5
<u>PHYSICAL SKILLS</u>			
Excellent keyboard skills	To install/set up systems, manage upgrades and to demonstrate applications in a timely manner	Now	5
<u>INITIATIVE & INDEPENDENCE</u>			
Ability to work without supervision	To undertake duties across the school, working alone for periods of time, organising own workload and dealing with unanticipated and complex problems	Now	5

POST: IT MANAGER – GRADE 9			
SKILLS/ ABILITY/ EXPERIENCE	TO DO WHAT?	HOW WELL? NOW OR WITH TRAINING?	HOW IMPORTANT AT THE TIME OF APPOINTMENT?
<u>PHYSICAL DEMANDS</u>			
Ability to lift moderate weights	To lift and carry equipment as resources as required	Now	4
<u>MENTAL DEMANDS</u>			
Ability to maintain concentrated attention for lengthy periods of time over a range of different activities	To assist in developing, directing and implementing the strategic ICT Vision through appropriate planning	Now	4
	To manage crisis situations which may involve complex technical hardware or software problems	Now	5
	To manage interruptions and conflicting demands and to meet deadlines	Now	5
<u>EMOTIONAL DEMANDS</u>			
N/A			
<u>RESPONSIBILITY FOR PEOPLE</u>			
Understanding of key safeguarding issues and procedures	To ensure correct reporting and monitoring of any safeguarding issues arising across the school; To maintain appropriate levels of confidentiality and data security in respect of personal/pupil/ colleague information	Awareness of the sensitivity of these issues now. Training in school procedures given	4

POST: IT MANAGER – GRADE 9			
SKILLS/ ABILITY/ EXPERIENCE	TO DO WHAT?	HOW WELL? NOW OR WITH TRAINING?	HOW IMPORTANT AT THE TIME OF APPOINTMENT?
<u>RESPONSIBILITY FOR SUPERVISION</u>			
Training ability	To train, demonstrate, guide and support others in the use of IT equipment	Desirable	4
Previous experience of staff management	To line manage the ICT Technician	Now	4
<u>POLICY RESPONSIBILITY</u>			
Responsibility for developing policies and supporting procedures	To define and implement IT policies, procedures and best practice	Now	5
<u>RESPONSIBILITY FOR PHYSICAL RESOURCES</u>			
	Responsible for maintenance and care of a range of expensive IT equipment	Now	5
	Responsible for purchase recommendations of new IT equipment	Now	5