

ALTRINCHAM COLLEGE

Job title: ICT SERVICES MANAGER

Job Purpose: To be responsible for the leadership, management, maintenance, installation, availability and security for the academy's ICT network, hardware and software. Working closely with the Headteacher and designated member of the Senior Leadership Team.

The post holder will report to the designated member of the Senior Leadership Team and be responsible for ICT Strategic Development direction and the supervision of the ICT Support staff in the academy.

Accountable to: Assistant Headteacher

Scale: Band 7 (Point 32 - 35)

Duties and Responsibilities:

Altrincham College is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.

Principal Responsibilities:

- 1) To lead, manage and administer all aspects of the IT Services department and network infrastructure within the academy.
- 2) To provide IT support for members of the school community where appropriate.
- 3) To be responsible for advising and recommending on whole school ICT Strategic development and proactively provide and deliver a strategy for the future of the academy's IT infrastructure ensuring it is in line with the developing needs of the academy, it's staff and students.
- 4) Maximise the use of new and existing technologies to ensure the IT Services Team operates in the most effective and efficient manner.
- 5) Effectively manage, forecast and monitor all aspects of ICT budget spending and procurement.
- 6) To be responsible for researching, designing, planning, procuring and reporting/presenting to SLT ahead of their decision to implement any future ICT projects.

Specific Responsibilities:

Finance and Strategic Development

- 1) To produce and implement a continuous rolling multi year ICT Development Plan in consultation with the Head Teacher, SLT, Curriculum Team Leaders and the Governing Body in line with the academy's developing needs, budget considerations, developments in technology and potential efficiencies.
- 2) Present the ICT Development Plan detailing the projected and planned expenditure of all ICT related budgets and provide comprehensive analysis of previous year's expenditure to the Finance, Premises and Audit Committee of the Governing Body.

- 3) Advise the SLT on emerging technologies and the implementation of policies and procedures.
- 4) Identify, plan and cost all future developments and upgrades for the academy's ICT infrastructure, including end user hardware, servers, data and storage networks etc.
- 5) Manage all aspects of the procurement of hardware, software and annual contracts for the academy.
- 6) Maintain accurate records of all annual contracts and licence agreements for audit purposes.
- 7) Ensure data protection applications are current and within the requirements of GDPR.
- 8) Management of five high value capitation budgets: ICT Repairs & Maintenance, ICT Hardware, ICT Contracts, ICT Consumables and Capita Provision.
- 9) Maintain accurate records of all ICT expenditure for audit purposes and produce tenders for ensuring best value for money on large procurement projects following the approved guidance within the academy's Finance Manual.
- 10) Liaise with suppliers and vendors with regards to all purchasing requirements.
- 11) Responsibility to negotiate, procure and renew all ICT related support and software contracts, including but not limited to: Microsoft Agreement, security/firewalls, anti-virus, MIS, departmental software and server hardware.
- 12) Liaise closely with the Business Manager and Finance Department.
- 13) Manage the academy's print management billing system and departmental consumable usage.
- 14) Produce monthly internal invoices based on departmental print account usage for the purpose of recharging to capitation budgets.
- 15) Work closely and advise on any future building projects in respect of ICT or security system deployments.

IT Support Staff Management

- 1) Line manage the academy's IT Services Staff including setting and monitoring of workloads.
- 2) Provide in-house training as appropriate for IT Services staff.
- 3) Line manage any current and future IT Apprentices and provide them with appropriate training and advice to add enhance their work experience, produce termly reports on their progress and achievements.
- 4) Work with the dedicated Communications and Marketing Administrator to ensure that all parents have Active Directory accounts to login to access online services.

Network Management

- 1) Responsibility for the management and maintenance of all aspects of the academy's ICT network and associated systems and equipment.
- 2) Responsibility for the management and maintenance of the three onsite data centre server rooms.
- 3) Responsibility for the academy's comprehensive high availability (HA), backup and disaster recovery systems and procedures.
- 4) Responsibility for all servers – physical and virtual, storage, services, network infrastructure and end user estate.
- 5) Monitor the use of the network to comply with audit and security requirements as and when necessary.
- 6) To manage and maintain a record of deployment of all ICT equipment in the academy, ensuring that resources are used effectively and efficiently and that equipment is well maintained and secure.
- 7) Responsibility for all planned ICT related works and liaise with external contractors.

- 8) Responsibility for maintaining the academy's ICT computer asset inventory and insurance valuation list for audit purposes.
- 9) To manage and provide technical support to all departments within the academy and to deal with problems and incidents effectively.
- 10) Manage the academy's online service help desk and assign and monitor workloads to the ICT Support team using this system.
- 11) Responsibility to manage and control security access to any and all parts of the academy's network, online services and associated systems.
- 12) Manage the day to day maintenance of the academy's network infrastructure systems including but not limited to:
 - Active Directory & Group Policy
 - Firewalls, Network Intruder Detection, Security Filters and Anti-virus
 - High Availability Clustered File Systems
 - Exchange Email & Lync Messaging Server Farms
 - SharePoint (Learning Gateway) Server Farm
 - Remote Desktop Services Server Farm
 - Network Switching/Routing Equipment
 - Manage physical and virtual servers and SAN storage systems
 - Veeam Backup and Recovery Systems
 - Automated High Availability Processes (hardware and software)
- 13) To liaise with suppliers and contractors, and to keep a log of all warranties, support agreements and licences, ensuring that the academy has appropriate support for all of its IT functions.
- 14) Install new PC workstations, printers, interactive whiteboards, servers and any other network hardware.
- 15) Manage the disposal of retired ICT hardware and ensure any disposal conforms to WEEE and GDPR regulations.
- 16) Manage the academy's dedicated Apple Mac network, including Apple servers, storage and Apple workstations. Ensuring connectivity between the Apple and Windows networks.
- 17) Manage the separate Apple Mac user database and ensure full integration with the windows network services.
- 18) Provide user support for any Apple Mac related queries or issues.
- 19) Responsibility for managing all the academy's communication systems, including leased line internet, failover ADSL, voice SIP trunks, analogue data/voice lines for alarms, fire and emergency equipment. This includes the responsibility to procure and renew contracts and agreements for these services.
- 20) Responsibility to ensure an always online, always available uninterrupted network service to users at any time of the day.

MIS and Data Systems

- 1) Responsibility for managing the academy's MIS/SIMS/SLG/FMS applications and user access permissions.
- 2) Responsibility to provide support for the effective use of all aspects of the MIS systems for all users.
- 3) Responsibility to create, setup and manage the academic year promotion routine.
- 4) To liaise with the SLT, Exams Officer, Data Manager and Business Manager to manage the use of SIMS/SLG in the academy.
- 5) Manage all aspects of the design, build, structure and user access of the SharePoint Learning Gateway, including controlling parental access to student data.

- 6) Responsibility to update all the schools information management systems, including installation of upgrades, patches and major system upgrades e.g. SQL, SOLUS, SIMS, FMS, SCO
- 7) Liaise with appropriate outside agencies.
- 8) Manage the software of the cashless catering system, including providing support to catering staff in the use of the EPOS tills, updating items, financial reports, etc.
- 9) Carry out any hardware repairs/upgrades to the cashless catering system, including servicing cash loaders and touch screen till hardware.
- 10) Manage the software of the academy's online payment system (ParentPay) ensuring all staff and students are enrolled in this system.
- 11) Coordinate the capture of student biometric data, including the issuing of biometric parental consent letters.

Security and Building Systems

- 1) Manage the schools electronic door security systems, responsibility to program access rights and organising the installation of new security systems.
- 2) Manage the academy's Mifare swipe card system with the responsibility to create and program new security cards for use with the door security system and cashless catering.
- 3) Manage, maintain and monitor the academy's IP based CCTV systems including designing and planning and replacement or expansion of the security systems.
- 4) Programming the 6th form building management system, including building lighting, heating controls, ventilation and air conditioning.
- 5) Manage the schools voice over IP (VoIP) telephone system and all internal extensions. Responsibility for reprogramming the telephone system to the academy's changing needs.

Other Duties

- 1) Responsibility to manage and maintain the academy's theatrical performance systems e.g. main hall, drama and 6th form sound, lighting and stage systems, including planning any future expansion or replacement of these systems.
- 2) Undertake such duties as may from time to time be reasonably assigned by the Headteacher

Review:

This job description is not necessarily a comprehensive definition. It will be reviewed annually and when appropriate. It may be subject to change or modification at any time after consultation.

Name of Postholder:.....Signed..... Date.....

Name of Line Manager:.....Signed.....Date.....

PERSON SPECIFICATION
JOB TITLE: ICT MANAGER

MINIMUM ESSENTIAL REQUIREMENTS	METHOD OF ASSESSMENT *
1. Qualifications/Training etc.	
Professional qualification to degree level or equivalent	A/C/I
2. Experience	
Minimum of five years ICT management experience leading an ICT support function, managing large networks and infrastructures	A/I
Experience of dealing with suppliers in the procurement of IT products and services	A/I
Ability to communicate effectively with people at all levels both in writing and orally and present and interpret information to a wide range of people	A/I
The ability to manage and disseminate information in a range of different media	A/I
Experience of managing budgets and writing business cases for change.	A/I
3. Knowledge	
Sound and extensive working knowledge of network infrastructures, physical and virtual servers, server (2008-2016) and desktop operating systems, vmware, veeam, macOS (desktop and server), Active Directory, Group Policy etc.	A/I
Extensive experience of hardware repairs for servers, network hardware, end user hardware etc.	A/I
Knowledge and understanding of developments in technology	A/I
Legal, security and moral issues relating to the use of ICT in schools	A/I
Health and Safety issues related to ICT	A/I
4. Skills & Abilities	
Self-motivated with proven ability to work on own initiative and to organise and prioritise tasks to ensure that deadlines are met	A/I
Ability to work as part of a Team, willingness to adapt to a changing environment and meet differing challenges	A/I
Possess a highly logical mind-set and the ability to problem solve complex issues in pressurised situations.	A/I

Highly organised person who pays good attention to detail and accuracy	A/I
Ability to comply with the confidentiality requirements of the post	A/I
Willingness to be flexible and be available for occasional out of hours work	A/I
Willingness to undertake training and keep abreast of current issues relevant to own area of work through networks, conferences and other meetings	A/I
5. Desirable	
Experience of working in a school environment	A/I
Knowledge of Sims databases	A/I

*** Method of Assessment**

A = Application form, **C** = Certificate, **E** = Exercise, **I** = Interview,
P = Presentation, **T** = Test, **AC** = Assessment centre