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| **Ernest Bevin College****Job Description** |

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| **Title:** IT Manager | **Salary Scale:** S02-P01 |
| **Supported by and reporting to:** Head of IT | **Assisted by:** IT Department |

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| **Responsible for**  | * Manage members of the Network Team
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| **Duties** | * To provide day to day support for the core IT infrastructure and to ensure the availability of services and data to end users
* Ensure all requests are logged, responded to and resolved in a timely manner
* Oversee and coordinate support for the College IT services (Helpdesk)
* Display strong team leadership, develop individual roles through regular training and professional development and ensure work levels are well managed
* Maintain an approachable and fulfilling work environment and to represent core service delivery values to the department
* Detect, diagnose and resolve PC, peripheral and application errors. Ensure workstation peripherals are maintained (mouse, keyboard etc.)
* Provide and coordinate the IT provision for internal, public and entrance exams
* Coordinate asset checks, disposals and oversee regular updates to the IT asset register
* Working closely with Head of IT to ensure the department remains compliant with the College policies, such as Portable Appliance Testing and Health and Safety
* Manage of College Users (Win AD, Azure AD)
* Coordinate IT induction to all staff upon start
* Assist with the installation, administration, maintenance and support of the College IT systems and applications. This includes (but is not limited to) servers, management information systems (e.g. SIMS), email, antivirus, SQL Server, cloud-based systems and apps.
* Manage and setup for upcoming events and liaise with team to support
* Support and liaise with staff, students, parents, external users and guests on IT
* Maintain all IT hardware - Support workstations (including notebooks) maintenance, imaging and setup accordingly for staff/students.
* Manage all fire evacuation devices and provide support in event of fire evacuation
* Manage all software titles
* Assist and coordinate Media and reprographics support with technicians
* Support the use of audio and visual systems.
* Mark up and record all hardware as provisioned by the Line Manager and other relevant staff.
* Manage resources, stock and asset management, including storage, loans off-site and disposal
* Manage digital signage
* Support updating existing policies and digital material
* Support to College Websites, hosting and backups (including intranet)
* Working with our technical support company on support issues
* Producing documentation, updating tech knowledge base and supporting IT team and college staff with webinars and training materials
* Manage members of the Network Team and report to Line Manager regular basis.
* Monitor systems and users in line with various College network policies such as GDPR, AUP, health and safety etc
* Provide various system and user reports to College stakeholders
* Be proactive in researching for upcoming new technology, hardware and software for the College
* Support Head of IT with data admin and analysis tasks
* To undertake any other duties that may reasonably be requested appropriate to the role
* Willingness to work outside of core working hours as the need arises
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| **Strategic Planning**  | * To deputise for the Head of IT when requested
* To assist in the development and production of user focused training resources for staff, students, governors and parents as required
* Develop a program of training in collaboration with the Head of IT for team members
* To lead the strategy for the development of an innovative IT environment that is integrated into the life of the College and responsive to the changing needs of students in an increasingly technology focused way of accessing knowledge.
* To take an active role in helping students & staff to find best value methods of using IT resources to support learning and promote good teaching.
* Keeping up to date with changes in IT resources across the College to inform and advise where applicable on the replacement or upgrading of resources to ensure best value for money to the College.
* Attend and participate in regular Network Service meetings.
* Report to the Line Manager incidences of staff/students contravening the Acceptable Use Policy
* To use and recognise own strengths and areas of expertise and use these to advise and support others. Keep up to date with IT developments and liaise with the Line Manager over future developments.
* Undertake any necessary professional development as identified in the College’s Improvement Plan taking full advantage of any relevant training and development available.
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| **Personal and Professional Conduct**  | * Treat students with dignity, building relationships rooted in mutual respect, and at all times observing proper boundaries appropriate to the professional position
* Have regard to the need to safeguard students’ well-being, in accordance with statutory provisions
* Show tolerance of and respect for the rights of others
* Uphold fundamental British values, including democracy, the rule of law, individual liberty and mutual respect, and tolerance of those with different faiths and beliefs
* Ensure that personal beliefs are not expressed in ways which exploit students’ vulnerability or might lead them to break the law
* Ability to use own initiative, work independently and problem solve in order to maintain service delivery
* Ability to multitask and logical thinking
* Ability to make positive contributions towards College life
* To take time to read notices, keep to deadlines and carry out duties to the best of your ability
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| **Safeguarding** | To be fully aware of and understand the duties and responsibilities arising from the Children’s Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker’s role within the organisation, and the principles of safeguarding as they apply to vulnerable adults in relation to the worker’s role. To ensure the worker’s line manager is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding and/or child protection.  |

This role and responsibility will be reviewed on an annual basis and tasks may be added or removed depending on the needs of the College and in response to National demands after consultation with the post holder.

Work Hours – 36 hours PW, 0830 to 1630 Monday to Friday. In addition, the appointed person is expected to contribute to evening support (up to 8pm) as required by the Principal. This will only be necessary for specific school functions, appropriate notice will be given, and will be limited to 3 occasions each year for each member of staff.

This job description does not direct the particular amount of time to be spent on carrying out the above duties and responsibilities and no part of it may be so construed. This job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once a year and may be subject to modification or amendments at any time after consultation with the post holder. Employees will be expected to comply with any reasonable request from the Principal to undertake work of a similar level that is within your grade but not specified in this job description.

Nov 2021

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| **Ernest Bevin College****Person Specification** **Scale:** SO2-PO1**Full Time – All Year Round** |

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| **Title:** IT Manager | **Salary Scale:** SO2-PO1 |
| **Supported by and reporting to:** Head of IT | **Assisted by:** Network Department |

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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| QUALIFICATIONS | * Previous examples of further professional development and training.
* Technical experience of Microsoft cloud technologies
* Experience of Network management or learning resources or SIMS
* Graduate
 | * MCSE technical qualifications (or equivalent).
* CCNA networking qualifications (or any relevant).
* Experience of leading FITS or ITIL service desk operations.
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| KNOWLEDGE AND SKILLS | * Leading and managing Staff
* At least 2 years’ experience in an education environment.
* Relevant technical qualifications on Windows Server and Windows Desktop Environments.
* Excellent diagnostic and technical troubleshooting skills.
* Good literacy and numeracy skills
* Excellent organisational skills
* Working knowledge of IT to support learning
* Good communication skills, verbal and written
* Experience of IT hardware, use of tools such as screwdriver, electric drill to maintain IT equipment
* Good understanding of Computer Hardware
* Deliver training where necessary to students and staff
 | * Experience of managing resources and assets
* Ability to support a range of educational activities.
* Thorough knowledge and understanding of IT hardware / software development and innovation
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| PERSONAL QUALITIES AND CHARACTERISTICS  | * Flexibility and determination
* Energy, enthusiasm and sense of humour
* Ability to maintain good working relationships and play appropriate roles within the team
* Ability to work under pressure, meet deadlines, and establish positive relationships with students, parents, staff and outside agencies
* Awareness of responsibility towards the safeguarding of students
* Ability to work in a team and prioritise and organise own workload in order to meet the diverse and immediate needs of the working day
* Ability to support teachers and students in using the full range of IT equipment, including Desktop, Laptop, printers, Scanners, and Projectors.
* Commitment to the promotion of equal opportunities
* Ability to manage own work area, IT workstation, tools and equipment
* Answering the telephone in a professional manner to deal with IT end users` queries, at an appropriate level for their understanding
* Ability to produce documents in a clear and concise manner
* Ability to adhere to College policies
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| SPECIFIC TO THE POST  | * Knowledge of Windows AD Server and understanding of AD services (DNS, DHCP, WSUS, Etc)
* Knowledge of Azure AD and understanding of O365 services
* Knowledge of Print server management
* Knowledge of WordPress for websites inc Intranet (Staff Hub)
* Access control (InVentry) and CCTV technology (Synology)
* Knowledge of Database (Multiple platform)
* To maintain, monitor, update, and manage Smoothwall
* To maintain, monitor, update, and manage Canvas and various other student learning platforms
* To maintain, monitor, update, and manage photocopiers and assisting software
* To maintain, monitor, update, and manage College wifi
* To maintain, monitor, update, and manage Safeguard
 | * Experience in VMware
* Knowledge of Veaam
* Knowledge of Terminal Server Gateway
* Experience in Meraki Wireless
* Knowledge of SIMS
* Flexibility in carrying out duties in accordance with changes in the College
* Experience providing training, enrolment and induction
* Experience in project management
* Able to create ad-hoc software
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November 2021