



The Royal Liberty School

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Job Description

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| Job Title: | IT Manager |
| Grade: | PO1 |
| School: | Royal Liberty School |
| Reports to: | IT Director/Trust Strategic Network Manager |

Job Purpose and Context:-

The IT Manager is responsible for assisting the IT Director/Trust Strategic Network Manager in the effective and efficient day-to-day functioning of the school's across the trust ICT systems, comprising of VMware/Hyper V servers, Windows/Mac workstations, laptops and mobile devices, up to 700 Chromebooks, Google Workspace and extensive online resources for all end users. Effective management of these resources is necessary in order to enable staff to deliver a high quality of teaching for students to allow them to achieve their full potential.

They are responsible for the effective and efficient day-to-day functioning of the school's IT systems, to enable staff and students to raise standards, IT planning and development and line management of the IT technicians.

Roles and Responsibilities:-

1. Networking

1. To manage the Windows Servers 2016-2019 physical and virtual network along with the infrastructure, including switches and access points.
2. To manage and develop the school's internal systems, including audio visual, communication systems, Access Control Systems, CCTV and the schools MIS (FMS/SIMS).
3. To manage application installation for domain clients and Google Workspace managed devices.
4. To help manage users accounts within the schools internal domains and Google Workspace domains.
5. To assist in manage user accounts for a multitude of online resources and SIMS platforms, managing permissions correct and appropriately.
6. To maintain, repair and extend network infrastructure as necessary.
7. To ensure server storage is used effectively and backups are maintained.
8. To be able to activate the school's IT disaster recovery & contingency plan as required.
9. To manage ID badges for site and print server user accounts for use with sign in systems, printers and printing applications.



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10. To maintain a reliable network, consisting of advanced switches and firewall technologies. Including vLAN configurations and wireless SSIDS, including UBF policies to ensure staff and students are accessing safe and secure online content.

2. Hardware

1. To maintain an accurate and up to date inventory of all schools ICT assets.
2. To arrange for the safe and appropriate disposal of hardware that is no longer needed (WEEE), and update the asset register of these changes.
3. To provision and build domain ready hardware, such as new Servers, PCs and Telephones.
4. Diagnose and repair hardware faults with ICT network equipment including but not limited to display boards, PCs, laptops etc.
5. Maintain an efficient repair process of trust hardware across all schools, cataloguing the process to align with tracking and any warranties.
6. To manage printers and photocopiers with third party suppliers, troubleshooting problems and raising service calls and maintaining printer queues.
7. To liaise with suppliers & service providers regarding hardware and software problems and to maintain records/logs as appropriate.
8. Install and maintain AV equipment when and where required.
9. To research and procure ICT equipment, software and services as directed by the Trust Strategic Network Manager.

3. Software

1. To provide advice and support in using Microsoft Office suite and Google Workspace Apps and drives to all end users.
2. Manage appropriate permissions to drives and folders access across the network.
3. Maintain application software on the internal network and Google Workspace domain, ensuring out dated software is kept up to date or removed to comply with the Trust cyber security policy.
4. To maintain effective network security, including regular checks of the antivirus admin console and WSUS updates.
5. To maintain all software licences and maintains records as required in line with the Trust's OVS agreements.
6. To act as a 1st line level of support for staff and students for troubleshooting computers, printers and server systems where required.

4. Line Management

1. Manage the schools IT Network and Contracts budgets effectively and efficiently
2. Submit purchase orders for hardware and software, ensuring effective cost saving and value for money has been achieved.
3. To manage inductions, on-the-job training, technicians daily duties and provide technicians with advice and support as required.
4. Responsible for line management of Junior and Senior Technicians based within the school and work closely with the IT Director/Trust Strategic Network Manager to ensure items such as annual leave requests and CPD are carried out with reasonable thought process on the wider team availability.
5. To act as point of escalation and mentor for Junior and Senior IT Technicians for troubleshooting any hardware, software or network issues they may be tasked to.



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5. General

1. As part of the Trust wider IT team, you will be required to assist the IT Director/Trust Network Manager when required with assistance for other schools the Trust encompasses with both remote and onsite tasks.
2. Initiate meetings with SLT and staff where appropriate surrounding the developments or upcoming changes to the IT network and any projects
3. Manage school based IT projects such as infrastructure upgrades and delegate responsibilities and tasks appropriately, ensuring clear communication with all parties involved through each stage of the project.
4. To take appropriate action to identify, evaluate, minimise and manage any risks to health, safety and security in the immediate working environment.
5. To undertake one-off projects as defined by the Trust Strategic Network Manager and /or the requirements of each school.
6. To complete school based induction and undertake staff training required to improve performance.
7. To participate in the school's appraisal system.
8. To provide support and advice to staff to assist in developing their own technical capabilities and knowledge as required.
9. To use personal IT skills to support the administrative requirements of the post.
10. To provide updates and reports to the Trust Strategic Network Manager about ICT developments as required.
11. To use ones initiative when the 'unexpected' happens and be flexible to working across other sites within the trust.

Other Professional Responsibilities:

- To work in accordance with the values of the Trust particularly with regard to promoting positive attitudes towards tolerance and respect for other people.
- To work in accordance with school policies and procedures as identified in the staff handbook and school policy folders.

Notes:

1. Success for all Educational Trust has a strong commitment to achieving equality of opportunity in its services to the community and the employment of people and expects all employees to understand, comply with and promote its policies in their work and to undertake any appropriate training.
2. The post holder is expected to undertake any appropriate training, including recognised professional qualifications, considered necessary to fulfil the role.
3. The post holder is expected to demonstrate a flexible approach in the delivery of work. Consequently the post holder may be required to perform work not specifically identified in the job description, but which is in line with the general level of responsibility of the post.
4. This job description will be subject to review with the post holder after one year and may then be reviewed from time to time.



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Signed

Date

Print name

IT Manager - Person Specification

| Skills and Abilities | Essential | Desirable | Assessed by |
|--|-----------|-----------|-------------------------|
| Ability to organise one's own work, to prioritise tasks and keep to deadlines | √ | | Application & interview |
| Ability to manage the work and outcomes of other people | √ | | Application & interview |
| Ability to be flexible and respond effectively to the 'unexpected' | √ | | Application & interview |
| Ability to communicate and interact effectively with adults and children and young people | √ | | Application & interview |
| Ability to write effectively for a variety of different audiences | √ | | Application & interview |
| The ability to manage budgets within the financial regulations of the school | √ | | Application & interview |
| The ability to assess and plan for training needs in a rapidly changing environment | √ | | Application & interview |
| The ability to plan and implement disaster recovery policy and procedures and maintain continuity of a quality service | √ | | Application & interview |



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| Knowledge | | | |
|---|---|--|-------------------------|
| A detailed and in-depth understanding of ICT specific health, safety and security issues in schools | √ | | Interview |
| Know-how to monitor and review the school's statutory ICT related responsibilities | √ | | Application & interview |
| A detailed and in-depth understanding of the application of ICT to teaching and learning and the management of the school | √ | | Application & interview |
| An understanding of procurement and contracts monitoring in schools | √ | | Application & interview |
| Qualifications and Experience | | | |
| Certification to support expert user status in ICT and its applications | √ | | Application |
| GCSE at level A – C in English and mathematics or equivalent | √ | | Application |
| Between five and ten years of experience in an ICT support or technician function | √ | | Application |
| Evidence of willingness and motivation to develop own skills and abilities through continuing professional development | √ | | Application & interview |