

Job Description

Job Title:	IT Projects Coordinator
Grade:	PO1
Location:	Trust Offices (with base out of Redden Court School)
Reports to:	Head of Data and IT
Working Hours:	36 hours per week, 52 weeks per year

Job Purpose and Context

We are seeking a highly motivated and autonomous IT Projects Co-Ordinator to join our dynamic Multi-Academy Trust. Reporting directly to the Head of IT, this role is primarily focused on managing IT projects, identifying school needs, and implementing technical solutions across the Trust.

You will act as the main point of contact for new initiatives, working closely with school IT Managers and current IT staff to identify requirements and execute the bulk of the operational work involved in project delivery. A key aspect of this role is working with the Head of IT on the procurement of projects and works, then taking ownership as the project manager to ensure successful implementation.

This is a flexible role based out of Redden Court School but employed by the Trust. You must be able to manage your own workloads and priorities amidst shifting schedules. When projects are not running, you will be required to autonomously identify needs within the schools and backfill IT support and cover, ensuring the continuity of quality service.

A key area for this role is the oversight and coordination of the Trust's IT helpdesk. The postholder will be responsible for the daily triage and assignment of support tickets, ensuring service levels are maintained. Crucially, you will adopt a strategic approach to helpdesk data, analysing ticket trends to identify recurring technical failures or infrastructure gaps, using these insights to propose long-term solutions and project initiatives. Additionally, you will act as a deputised line manager for IT Officers during periods of absence or cover, providing necessary support and ensuring team cohesion.

The postholder will be responsible for:

- Assist in the strategic planning and operational delivery of the Trust's IT projects, ensuring all implementations are completed effectively from the planning phase through to completion.
- Identifying IT needs and infrastructure gaps within schools and proposing efficiency improvements and solutions to the Head of IT.
- Collaborating with external vendors to coordinate installations and resolve technical issues to ensure projects meet the DfE digital standards set out during procurement.
- Displaying at all times a commitment to the safeguarding and promotion of the welfare of young individuals and demonstrating this commitment within every facet of the post.
- Implementing consistent technical processes and reporting across the Trust, ensuring best value and adherence to Trust standards.
- Managing the central IT helpdesk function, ensuring all support requests are correctly triaged, assigned, and resolved, while utilising ticket data to identify systemic issues and infrastructure weaknesses across the Trust.
- Acting as the deputised line manager for IT Officers during periods of cover or absence, providing guidance, managing task allocation, and ensuring continuous service delivery.

Key Responsibilities

Strategic Project Management & Implementation

- Leading the end-to-end management of IT projects, performing the operational work required to implement new solutions into schools and ensuring they meet the evolving needs of the Trust.
- Working autonomously to identify IT needs and gaps within the schools, proposing efficiency improvements and innovative solutions to the Head of IT.
- Assisting the Head of IT with the research and procurement of projects, hardware, and works, ensuring best value and adherence to Trust standards before taking over the management of the rollout.
- Liaising effectively with external vendors to coordinate installations, resolve technical issues, and ensure projects are completed on time and meet the standards set out during procurement phases.
- Regularly updating the Head of IT with project status reports, identified needs, and proposed solutions to support strategic decision-making.

Operational Technical Support & Infrastructure

- Providing technical backfill cover and support during interim project periods, diagnosing and resolving hardware and software issues across the Trust.
- Assisting in the maintenance of reliable networks and infrastructure, troubleshooting connectivity issues, and updating network documentation and diagrams to ensure robustness.
- Maintaining accurate records of IT assets and project-related inventory in line with Trust procedures.
- Utilising technology to drive and implement process improvement initiatives across the Trust's network environment.

Helpdesk Oversight & Strategic Analysis

- Taking responsibility for the daily operation of the IT helpdesk, ensuring all incoming tickets are reviewed, prioritised, and assigned to the appropriate technical staff or school IT Managers.
- Regularly auditing helpdesk data to identify 'repeat areas' where tickets are frequently raised, investigating root causes, and proposing permanent technical fixes.
- Translating helpdesk metrics into actions for the Head of IT, using ticket volumes to justify new projects, hardware refreshes, or staff training requirements.
- Monitoring the quality and speed of ticket resolutions to ensure all schools within the Trust receive a high standard of service delivery.

Stakeholder Engagement & Support

- Acting as the primary point of contact for school IT Managers regarding ongoing projects, ensuring efficient communication and the successful execution of change initiatives.
- Assuming deputised line management responsibilities for IT Officers when required, offering direction, support, and operational oversight during periods of management absence.
- Advising non-technical staff and managers on technical solutions and project timelines, ensuring clarity and understanding of IT developments.
- Leading projects that fall within the remit of this role and contribute to projects where the postholder's expertise will add value.

Success for all Educational Trust is committed to safeguarding and promoting the welfare of children and young people. All adults who work within the Trust and at our schools must share this commitment to young people.

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.

IT Projects Co-Ordinator - Person Specification

Attributes	Essential	Desirable	Assessment
Skills and Abilities			
Ability to organise one's own work, to prioritise tasks and keep to deadlines	√		Application & Interview
Ability to work autonomously and manage shifting schedules	√		Application & Interview
Ability to manage the work and outcomes of vendors/contractors	√		Application & Interview
Excellent problem-solving skills with the initiative to identify IT needs and propose solutions	√		Application & Interview
Ability to communicate and interact effectively with colleagues (technical and non-technical)	√		Application & Interview
The ability to assess training needs in a rapidly changing environment	√		Application & Interview
Ability to analyse data to identify trends and recurring technical failures	√		Application & Interview

Experience in the coordination, triage, and management of an IT ticketing system	√		Application & Interview
Ability to provide support, guidance, and deputised management to IT staff during periods of cover.	√		Application & Interview
Knowledge			
An understanding of IT procurement and project lifecycle management	√		Application & Interview
A detailed understanding of IT-specific health, safety, and security issues in schools	√		Interview
Strong knowledge of Google Workspace, Chromebooks, and Windows Network environments	√		Application & Interview
An understanding of the application of IT to teaching and learning	√		Application & Interview
Qualifications and Experience			
Experience in coordinating or managing IT projects	√		Application
Between 3 and 5 years of experience in an IT support or technical function	√		Application
GCSE at level A-C in English and mathematics or equivalent	√		Application
Relevant IT certifications (e.g., CompTIA, Google, Project Management qualifications like PRINCE2 or Agile)		√	Application
Evidence of willingness to develop own skills through CPD	√		Application & Interview
Hold a valid full UK driving licence and access to your own vehicle	√		Application & Interview