



**North East
Learning Trust**

Schools IT Manager

Applicant information pack

Schools IT Manager

Required January 2022

Salary SCP 26 - 33 £30,451 - £36,922
37 Hours per week, Whole Time, Permanent

We are looking for an experienced Schools ICT Manager that is passionate about service delivery and innovation primarily managing our Northumberland schools as well as having an integral role in the wider Trust ICT strategy.

The successful candidate will:

- be passionate about ICT service delivery and innovation to support the education of our students
- be technically competent to manage an array of operating systems and technologies
- be an inspirational leader and ensure efficient management and development of IT staff and resources
- be flexible in their approach to work
- collaborate and work well with Headteachers and others as part of the Trust family
- work across multiple schools.

Deadline: Monday 29 November

Shortlisting will take place Tuesday 30 November with interviews taking place week commencing 6 December 2021.

How to apply:

Application packs can be downloaded from the website.

Letters of application should be no more than two sides of A4 and should be returned with application forms to jade.hutton@bedlingtonacademy.co.uk or by post to Jade Hutton, Bedlington Academy, Palace Road, Bedlington, NE22 7DS.

Please contact Jade Hutton, Support Services Manager, on 01670 822625 should you wish to discuss this role further.

Job description

Post title: Schools IT Manager
Responsible to: Head of IT
Responsible for: School IT service (Northumberland)

JOB PURPOSE:

To be responsible for the management and development of the IT service for Northumberland schools, supporting the Head of IT and contributing to the wider service strategy.

Lead, manage and develop the IT team across multiple sites in line with school needs and the Trust IT strategy.

Deliver a quality, supportive and customer focused service working collaboratively with Senior management and business support teams to achieve local aims, ensuring the IT infrastructure and user experience compliments the learning environment for both students and staff.

Be responsible for all school based IT related technology ensuring services are well maintained and available for use.

Manage and co-ordinate annual budgets and long-term replacement strategies in line with operational needs, in partnership with Senior management and the Head of IT.

Duties and responsibilities:

MANAGEMENT AND COMPLIANCE

- To take responsibility for the day to day management and deployment of IT resources to support the school day.
- To provide expert advice on new technologies, software and applicable legislation that impact data security or IT systems.
- Develop and maintain robust back-up and disaster recovery procedures, minimizing any loss of service.
- Develop and maintain robust Cyber security procedures and promote best practice to keep all users and data safe.
- Manage system centre deployment ensuring all devices are kept up to date.
- Ensure the IT infrastructure is effectively maintained, including the monitoring and analysis of network and WiFi resources.
- To manage, update and monitor the IT helpdesk system, including asset management.
- To embed service standards which contribute to overall IT service and strategic goals.
- To coordinate with finance and procurement staff for all IT related procurement activity and contractor management.
- To work in partnership with school Headteachers to establish strong and effective service standards and monitor performance.
- To lead on the delivery of school based projects related to service improvement, taking school requirements and translating these into service deliverables.

- To monitor and review monthly Management Accounts, ensuring that service expenditure is within budget and value for money is being achieved.
- To support the Head of IT in leading internal committees, preparing agendas and writing reports, including Trust Board reports, as required.
- To develop and maintain classroom technology to provide the best learning environment.

LEADERSHIP

- To provide day to day line management and leadership for on-site teams, providing proactive advice and reactive assistance where necessary.
- To motivate and develop the IT team and establish a culture of proactive working and get it right first time.
- To establish and promote safe working practices to safeguard and support team wellbeing.

DEVELOPING A VALUE FOR MONEY CULTURE

- In conjunction with the Head of IT, identify areas of innovation and support effective and efficient delivery of new initiatives, securing value for money at all times.
- In conjunction with the Trust central finance team, manage the procurement of IT Services, equipment and assets in line with the Trust's Procurement procedures.

General

- Provide cover and support to other NELT school sites, as and when required.
- Build good working relationships with students, staff, governors, parents and school visitors, volunteers and contractors.
- Working flexibly to support operational needs.
- Compliance with GDPR data security legislation and Trust policy.
- Keep up to date with training relevant for your role and school.

Health and Safety

It is the responsibility of individual employees at every level to take care of their own health and safety and that of others who may be affected by their acts at work. This includes co-operating with the Trust and colleagues in complying with health and safety obligations to maintain a safe environment and particularly by reporting promptly and defects, risks or potential hazards. Specifically:

- To report any incidents/accidents and near misses to your line manager
- To ensure own safety and safety of all others who may be affected by the Trust's business

Safeguarding

The Trust has a Child Safeguarding policy and procedure in place and is committed to safeguarding and promoting the welfare of all its students, each student's welfare is of paramount importance to us and you are expected to share this commitment. All staff will fully comply with the Trust's policies and procedures, attend appropriate training, inform the Designated Person of any concerns, record any potential safeguarding incidents appropriately.

Person specification

	Essential	Desirable
Education/training	<p>5 GCSE qualifications (or equivalent) at A* - C</p> <p>Demonstrable commitment to personal professional development</p> <p>L3/4 Qualification in ICT</p> <p>Applicable vendor certification i.e. CCNA, MCSA, CompTia+</p>	<p>ITIL certification</p> <ul style="list-style-type: none"> •
Experience	<p>At least 5 years' experience within a senior ICT support role</p> <p>Proficient with o IP routing, subnetting and managed switch configuration</p> <p>Multisite active directory & Group policy</p> <p>Desktop and Server OS, installation, configuration and support</p> <p>Application repackaging and deployment</p> <p>System Centre suite</p> <p>Virtualisation technologies o Storage and networking</p> <p>Desktop (session & VDI)</p> <p>Application</p> <p>Server with clustering</p> <p>Managed wireless, deployment and maintenance</p>	<p>Programming and general 'scripting'</p> <p>Mobile device management</p> <p>Azure based resources</p> <p>SIMS Suite</p> <p>IOS & Apple integration into windows environment</p> <p>Multisite IP topology with VPN</p> <p>Microsoft Exchange configuration and management</p> <p>Microsoft SharePoint configuration and management</p> <p>IP Telephony</p> <p>IP CCTV & access control</p>
Aptitude and skills	<p>Persevering and resilient</p> <p>Excellent customer service skills</p> <p>Empathetic and supporting</p> <p>Enthusiastic with energy and drive</p> <p>Supportive with an ability to support a team culture</p> <p>Ability to plan and organise time effectively, work under pressure and meet deadlines</p> <ul style="list-style-type: none"> • 	
Personal qualities	<p>Focused and Performance Driven.</p> <p>An analytical approach to problem solving and decision making.</p> <p>Customer focused with the ability to develop relationships quickly and good at networking.</p> <p>Ability to prioritise and manage workload in a front line, sometimes reactive environment.</p> <p>Desire for personal development.</p>	

References:

Any relevant issues arising from references will be taken up at interview.

DBS and pre-occupational health:

The North East Learning Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Any offer of employment will be subject to receipt of a satisfactory DBS Enhanced Disclosure.

An enhanced DBS check and pre-occupational health check are an essential part of the selection and recruitment process.

Equal opportunities:

We are an equal opportunity employer. We want to develop a more diverse workforce and we positively welcome applicants from all sections of the community.

Applicants with disabilities will be granted an interview if the essential job criteria are met.