



Job title:	IT Manager
Grade:	J – SCP 38 – SCP 41 - £34,106 - £37,107 pro rata
Hours :	37 hours per week 41 weeks per year
Responsible to:	Business Manager
Responsible for:	IT Technician

The Role

The role is to ensure the streamlined operation of the ICT department in alignment with the Academy's objectives. The school currently consists of approximately 700 workstations made up of a combination of Windows workstations, tablets, laptops, iPads, etc.

The IT Manager will work closely with decision makers in other departments to identify, recommend, develop, implement and support cost-effective technology solutions for all aspects of the organisation. The IT Manager will also define and implement ICT policies, procedures and best practices and be responsible for all aspects of the college's training facilities, new business generation and training developments

Purpose of Job:

- To manage all technical aspects of the school's IT systems, equipment and applications both learning and non-learning
- To strategically manage the development and maintenance of an efficient data and voice ICT infrastructure, including the deployment of the Academy ICT resources.
- Working alongside the Trust IT Manager and Business Manager to develop and direct the strategic ICT vision for the School and to ensure its effective implementation through appropriate planning, management and communication
- Working alongside the Trust IT Manager to develop an effective procurement strategy to benefit the school and other Trust schools
- To identify, lead, manage and support the development of new ICT systems, equipment and applications for the school to ensure the curricular and management needs of the school will continually be met.
- To promote effective teaching and learning throughout the school by the efficient and effective deployment of ICT resources.
- To manage suppliers to provide efficient, effective and economic resources where necessary
- To provide a high level of service to internal customers
- Establish and maintain regular written and in-person communications with the organisation's, decision-makers, stakeholders, department heads, and end users regarding pertinent network activities.

Key Responsibilities:

- To keep abreast of developments in the field of ICT and undertake research as appropriate
- To be responsible for the computer systems within , overseeing installation, ensuring backup systems operate effectively, purchasing hardware and software, providing the ICT technology infrastructures for organisation and contributing to organisational policy regarding quality standards and strategic planning

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- To be responsible for ensuring that IT systems & technical solutions develop and are delivered using efficient and cost efficient methods.
- To ensure we achieve the most effective, efficient and economic use of our IT and communication equipment
- To advise teachers, support staff and students on the use of software and hardware including technical and specialist information
- To ensure that the systems and processes for IT use within the school conform to all eSafety protocols
- To conduct all business to a high personal and professional standard of behaviour and presentation as directed, and in complete accordance with Trust procedures and practices
- To provide internal technical support to all staff on any technical issue that arises. To include, but not exclusively, telephones, voice mail, mobile phones, fax and photocopiers. To provide regular feedback to management on these issues via the use of Helpdesk call logging software and the production of helpdesk reports and statistics
- To support the school staff policies and procedures.
- To line manage the ICT Technicians.
- To carry out the above duties in accordance with the schools Equal Opportunities policies.
- To perform such other tasks as may reasonably be required by the Head Teacher or Senior Leadership Team
- Oversee internet access and usage across academy, ensure secure access is maintained.
- To demonstrate a willingness to work flexibly, sometimes outside of normal core hours, in response to service demands as agreed with the Head Teacher or Senior Leadership Team.
- To contribute to the ethos of the school, in all areas of contact and responsibility, in relationships with staff and pupils. To work collaboratively with suppliers', external support providers and the LA to achieve the agreed aims of the school

Job content: IT

- To manage the Local Area Network software and equipment
- Evaluating user needs and system functionality to ensure that IT provision meet these needs
- To manage the preparation and installation of new software and computer systems as required and manage, deliver training as appropriate to maximise efficiency of desktop systems
- To be responsible for site surveys and risk assessment for new projects/installations, coordinating and overseeing installation progress and quality of work
- To carry out, out-of-hours maintenance via remote connection on MIS systems including upgrades and housekeeping to minimise disruption during school work day
- To provide IT support at school events, such as Parents' Evenings, Information Evenings, Conferences, Music and Media productions.
- Maintaining all necessary records and documentation including network maps and inventories and details of licences, warranties and equipment checks as necessary.
- Managing software and hardware upgrades to ensure effective and efficient running of IT systems and services.
- Ensuring the smooth running of IT systems, including anti-virus software, print services and email provision
- Ensuring that software licensing laws are adhered to
- Ensuring the security of data from internal and external attack
- Providing users and managers with appropriate support and advice
- Managing crisis situations, which may involve complex technical hardware or software problems
- Mentoring and training new IT support staff
- Maintain personal technical awareness and make recommendations for development of systems, practices and methods
- Manage 1st, 2nd & 3rd line technical support on all computer resources
- Assist the Web Developers where necessary
- Systems Administrator for the IT infrastructure
- To ensure regular implementation of scheduled maintenance for all servers and infrastructure, including liaison with IT Services Manager and 3rd party maintainers as required
- Digital Signage Maintenance?
- Manage the VoIP Telephone System?



Job content: Security, Data Protection and H&S

- Ensure that full installation and upgrade records of all equipment and software are maintained on the asset management system, with special attention to warranty agreements and licence obligations
- Management of all disaster recovery systems and policy
- License management in accordance with regulatory authorities
- Responsible for IT security including malicious software, patch management, network misuse, theft, loss and damage
- Responsible for the implementation of backup routines and procedures. This includes:
 - The design and documentation of backup procedures at all sites
 - Documentation of recovery procedures
 - Monitoring of all scheduled activity
 - Carrying out regular test 'Restores'
 - Co-ordination of off-site backup storage

Job content: Finance & Procurement

- Working alongside the Trust IT Manager and School Business Manager on planning, developing and implementing the IT budget
- In consultation with the Business Manager, managing and overseeing the annual budget for IT
- Working alongside the Trust IT Manager in sourcing hardware, software, equipment and consumables; obtaining quotes in line with Finance Policy and Trust Procurement policies.
- Working alongside the Business Manager to ensure procurement is completed in line with Trust policies and procedures
- Working alongside the Business Manager to achieve best value for money in terms of purchasing and maintaining systems
- Monitoring and evaluating the ongoing costs of IT, telephones, voice mail, mobile phones, fax and photocopiers costs for
- Monitoring and evaluating the ongoing costs of maintenance and warranty agreements
- Developing effective upgrade and budget plans to ensure that the organisation's infrastructure is kept up-to-date but within the budget constraints of the organisation.

Job content: Administration

- Distribute and comply with School and Trust computer policies, to include back-up and system housekeeping procedures, and take responsibility to ensure they are adhered to
- Prepare and distribute user manuals to ensure correct and accurate use of company IT resources and systems. Aid users to follow best practices
- Ensure that full records of all faults logged and action taken are kept. Supply statistics as required on helpdesk performance and activities
- Ensure duties comprehensively handed over before planned absences and ensure that cover is arranged for holiday and sickness as directed
- Presenting, reporting and advising internal customers regarding current and future computing issues
- Preparation and implementation of all IT related projects, policies and procedures
- Preparation and maintenance all IT documentation i.e. manuals, user notes, installation instructions
- Contributing to organisational policy regarding quality standards and strategic planning

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- All Multi-Academy personnel are periodically expected to carry out tasks and duties within their area of competence not listed herein, as directed, to meet the needs of the business. The particular duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed

Job content: Teaching & Learning

- To promote effective teaching and learning throughout the school by the efficient and effective deployment of ICT resources.
- To lead on the whole school development of ICT.
- To manage and undertake research and analysis to inform School strategy and advise on emerging technologies and trends that can benefit the School.
- To actively manage the support contracts/service level agreements for IT, to ensure efficient and effective performance and deployment of appropriate support services.
- To identify, lead, manage and support the development of new and existing ICT systems, equipment and applications for the school to ensure the curricular and management needs of the school will continually be met

Supporting the school

At an appropriate level, according to the job role, grade and training received, all employees in the school are expected to:

- Support the aims, values, mission and ethos of the school and participate in a team approach to all aspects of school life.
- Attend and contribute to staff meetings and INSET days as required, and identify areas of personal practice and experience to develop.
- Take appropriate responsibility for safeguarding and children's welfare and be aware of confidential issues linked to home/child/teacher/school and keep confidences appropriately.
- Be aware of health and safety issues and act in accordance with the school's Health and Safety Policy.

Other Duties

- The postholder may be expected to carry out duties other than those given in the job description where the level of responsibility is similar and he/she has appropriate qualifications or receives appropriate training to carry out these duties.

The postholder must:

- Ensure that trust policies and procedures are implemented and followed;
- Work as appropriate with the Trust Central Services team in matters relating to finance, HR, IT and Health and Safety