



Job description

JOB TITLE:	Head of ICT Support (ICT Network and Development Manager)
SALARY CODE:	Clapton Support Staff Range, Scale PO5, Points 39- 42
RESPONSIBLE TO:	<ul style="list-style-type: none"> Academy Business Leader
RESPONSIBLE FOR:	<ul style="list-style-type: none"> The effective running of the ICT Network 2 x ICT Technicians
HOURS OF WORK:	<p>The post holder is required to work a 36-hour week.</p> <p>The hours of work are:</p> <ul style="list-style-type: none"> Monday 8:15am- 3:45pm Tuesday 8:15am- 4:15pm Wednesday 8:15am- 4:15pm Thursday 8:15am- 3:45pm Friday 8:15am- 3:45pm <p>When the directed hours of work extend beyond these times, the academy operates a TOIL policy.</p> <p>This is an all year round post and the post holder will be expected to take their annual leave during academy holiday periods. There are also periods of closure where the post holder may be required to take their annual leave.</p>

POST RESPONSIBILITIES

- To be accountable for ensuring the network enables effective learning and teaching and efficient administration.
- To be accountable for troubleshooting and managing the network on a day to day basis.
- To be accountable for ensuring the academy's resources are managed effectively and smoothly.
- To be accountable for developing and managing the academy's ICT network following current trends and industry standards.
- To be accountable for managing and supporting the academy's servers, wired and wireless networks, Inventory visitor management system, door system, telephone and infrastructure across the academy site to ensure it remains fit for purpose.
- To manage the provision of ICT equipment and services.
- To liaise with and manage the relationship with any third party support providers and be involved in contract reviews periodically to ensure they remain fit for purpose.
- To be accountable for managing the provision of authorised remote access to ICT service i.e. for management, administrative, 3rd part support and academy users.
- To work with and liaise with the Senior Leadership Team as appropriate to develop the academy's ICT vision and strategy to ensure that the academy remains at the forefront of the use of technology to support and enhance teaching and learning.
- To work with the Senior Leadership Team to develop safety policies, processes and practices and be accountable for their effective implementation.
- To be accountable for managing the internet access filtering for reasons of safeguarding and GDPR.



- To work with the academy business leader to develop and agree ICT Service Standards and Key Performance Indicators and be accountable for the delivery of these.
- To develop the support helpdesk processes, allowing calls to be logged, tracked and measured against the KPIs and ensure effective communication with key staff at the academy.
- To be accountable for effective managing any changes and implementations ensuring proper project and change management processes are followed.
- To be accountable for developing and maintaining robust Business Continuity and Disaster Recovery Plans, ensuring a resilient approach and ongoing back-up of the academy's systems and data.
- To be accountable for practicing and demonstrating effective disaster recovery.
- To be accountable for implementing and maintaining security and GDPR measures to ensure the integrity and security of the network, data and clients.
- To be accountable for maintaining active defences such as Anti-Virus systems and other integrity checking measures.
- To be accountable for ensuring the asset register for ICT hardware and software is accurately maintained and to ensure that all redundant equipment is disposed of in line with the relevant regulations.
- To be accountable for ensuring accurate network systems and documentation are maintained.
- To be accountable for the effective management of warranties and repair of ICT systems.
- To be accountable for ensuring the correct software licenses are in place and that the license terms are complied with.
- To be accountable for ensuring Health and Safety requirements are adhered to, including risk assessments, adherence to relevant regulations and PAT testing procedures.
- To liaise with the academy business leader and deputy business leader to ensure the ICT lifecycle plan is fit for purpose.
- To be accountable for managing the provision of ICT equipment by liaising with the deputy business leader to ensure effective and appropriate ICT hardware procurement following the academy's financial procedures to ensure Best Value.
- To be accountable for the effective provision of ICT services to support site facilities i.e. CCTV, catering, access, control, door management, visitor management.
- To be accountable for writing a monthly report on the performance and development of the academy's ICT services.
- To be responsible for maintaining a sound knowledge of developments in ICT, especially those within the education sector, and advising the Senior Leadership Team where required.
- To be responsible for maintaining own levels of knowledge and expertise, along with that of your team, identifying training where necessary.
- To undertake any other duties that may reasonable be expected to ensure the effective and efficient operation of the academy's ICT services and technologies, including covering the essential work of absent colleagues as directed.
- To be responsible for organising the ICT Team and its workload, including the delegation of tasks.
- To ensure effective communication with the Leadership Team regarding daily, termly and annual tasks, developments, initiatives and concerns.
- To ensure team performance is kept to a high standard.
- To be the first point of contact for all enquiries (including complaints) regarding your team.
- To conduct appraisal and probation meetings for your team members.
- To attend team leader meetings as required.
- To work collaboratively with other team leaders to coordinate tasks, ensuring the smooth running of the academy.
- To be responsible for training and development of staff within your team.
- To review processes and procedures within the team to ensure efficiency.
- To ensure excellent customer service and quality delivery ensuring your team has a positive impact on the running of the academy.
- To be accountable for team performance by ensuring individual team members are held to account and under performance is managed.



- To produce an annual report on the impact and performance of the team and to participate in an annual achievement meeting.
- To maintain a Bluesky portfolio of evidence to support the appraisal process.
- To be committed to safeguarding and promoting the welfare of children and young people and to follow the safeguarding policy.

Additional duties and tasks will be negotiated and agreed at the time of appointment and annual review (following the first annual cycle) at the direction of the Academy Business Leader.

This job description will be reviewed annually and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks, but sets out the main expectations of the academy in relation to the post holder's professional responsibilities and duties.

The post holder will be expected to carry out all duties in the context of and in compliance with all the academy's policies and procedures and in compliance with Clapton Girls' Academy Equal Opportunities Policies and Code of Conduct. All the above duties are to be carried out in line with current Health and Safety legislation.

ACCEPTANCE OF THE JOB DESCRIPTION BY POST HOLDER

I can confirm my acceptance of the Job Description as outlined above

NAME:

SIGNED:

DATE:



Person specification – Head of ICT Support

QUALIFICATIONS

	ESSENTIAL	DESIRABLE
5+ GCSE's A*- B, including English and Maths	✓	
Degree or equivalent in relevant subject	✓	
Industry recognised technical qualification such as MCSE or CCNA		✓
ITIL Accreditation		✓
A VMWare VCP qualification		✓

EXPERIENCE

	ESSENTIAL	DESIRABLE
Experience in managing cloud technologies e.g. Office 365, Microsoft Teams, Google Workspace	✓	
Experience in a similar role	✓	
Experience in a similar role within an educational environment		✓
Significant experience in administration and configuration of a Windows/ Server Client infrastructure	✓	
Experience of managing and configuring a multi host VMWare environment	✓	
Administration and experience of a range of Microsoft Servers including Exchange	✓	
Experience of successfully managing a team	✓	
Experience of project managing the deployment of and supporting a wide range of hardware and software	✓	
Experience of budget management and resource procurement	✓	
Experience of using and supporting SIMS	✓	
Experience of developing and implementing an ICT strategy within an educational environment		✓

KNOWLEDGE AND SKILLS

	ESSENTIAL	DESIRABLE
In depth knowledge of networks and computer systems troubleshooting techniques	✓	
Excellent customer service and interpersonal skills	✓	
Knowledge of client image building and deployment	✓	
Knowledge of virtualisation technologies	✓	
Knowledge of security software and systems	✓	
A good understanding of ITIL processes including detailed change management	✓	
Knowledge of GDPR and implications	✓	
Knowledge of how ICT is used to support teaching and learning	✓	
Knowledge of mobile device management systems	✓	
Knowledge of Apple Mac OS and infrastructure	✓	



A demonstrably high level of literacy and numeracy	✓	
Excellent problems solving and ICT support skills	✓	
Able to communicate complex technology and concepts to a non- technical audience	✓	
Able to lead, organise and motivate a team	✓	
Excellent organization skills and the ability to work to tight deadlines	✓	
Able to be effective in the face of difficult situations and pressure	✓	
Able to work independently and to use initiative but within the academy policies, procedures and expectations	✓	

PERSONAL QUALITIES AND ATTRIBUTES

ESSENTIAL

DESIRABLE

	ESSENTIAL	DESIRABLE
Proven tact and diplomacy when dealing with adults and young people.	✓	
Reliable, honest and trustworthy.	✓	
Able to remain calm and cope with the unexpected.	✓	
A friendly yet professional and respectful approach which demonstrates support and shows mutual respect.	✓	
Committed to being a role model for staff and students in relation to overall conduct, including dress code, attendance and timekeeping.	✓	
A 'can do' attitude.	✓	
Self-motivated	✓	
Energy, enthusiasm and commitment.	✓	
Committed to high standards with a meticulous attention to detail	✓	
Committed to safeguarding and promoting the welfare of children and young people.	✓	
Commitment to following the academy expectations with regards to professional behaviours	✓	
Willing to work flexibly	✓	
Demonstrable enjoyment for working in new and changing situations, steering the vision through from beginning to end		