

## VACANCY – ICT MANAGER

Grade:	<b>Grade 8 £30,095 to £34,373</b>
Hours:	<b>37 hours per week, working a full year</b> with holiday allowance (holidays to be taken during school holiday periods). Start time 7.30 am
Closing Date:	<b>Thursday 14<sup>th</sup> July 2022, 8.00 am</b>
Interviews:	As soon as possible during the following week
Start Date:	As soon as possible

Up Holland High School is a happy and harmonious place to be where students are hardworking, kind, courteous, respectful and motivated. We have a culture and ethos that offers the children the opportunity to be inspired and to succeed.

We are looking to recruit an experienced, innovative, hardworking and committed ICT Manager with the right knowledge and technical skills to continue to improve and develop the school ICT infrastructure. You should be able to work under pressure, be able to prioritise tasks, be resilient and possess excellent communication skills. You will be supported by 2 existing team members.

Ofsted recognised us in June 2018 as a Good Provider of Education across all areas of the Inspection Framework. We have the ambition, drive and capacity to be outstanding in the future. We are a popular school that was oversubscribed this year with 230 first preferences for 180 places in Year 7. This clearly demonstrates the progress the school is making and its ambition to provide an outstanding education experience to all learners.

At Up Holland High, you can expect full support and continuing professional development. We offer a professionally stimulating working environment where staff have the opportunity to make a huge impact on the lives of our committed and co-operative students.

The school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Successful applicants will need to undertake a DBS enhanced clearance, including checks with past employers.

Application forms and further details of the post are available to download from the school website: <https://uhhs.uk/quick-links/quick-links/vacancies> Alternatively they can be obtained by emailing [a.mckernan@upholland.lancs.sch.uk](mailto:a.mckernan@upholland.lancs.sch.uk)

Completed application forms together with a letter of application no more than 2 sides of A4 in 12 pitch can be emailed to [a.mckernan@upholland.lancs.sch.uk](mailto:a.mckernan@upholland.lancs.sch.uk) marked for the attention of Mr P Scarborough, Headteacher.

### UP HOLLAND HIGH SCHOOL

Sandbrook Road, Orrell, Wigan, Lancs WN5 7AL

Tel: 01695 625191

Website: <https://uhhs.uk/>

Twitter: <https://twitter.com/UHHSchool>

<b>Post Title: ICT Manager</b>					
<b>Directorate:</b> CYP Schools			<b>Location:</b>	Up Holland High School	
<b>Grade:</b>	Grade 8	<b>Staff responsibility:</b>	Yes	<b>Essential Car user:</b>	No
<p><b>Scope of work appropriate for this post:</b>  To be responsible for the planning, development and implementation of the school's ICT strategy and service provision including managing all aspects of ICT technical support in the school (including the work of ICT and Reprographics technician(s)).</p>					
<b>Accountabilities/Responsibilities appropriate for this post:</b>					
1	Day to day management of the school's ICT operational area				
2	In with the consultation with the Head Teacher and SLT plan, develop and implement the development of a strategy in relation to the operational areas managed				
3	Supervise the staff related to the ICT operational and Reprographics areas				
4	Be responsible for health and safety in relation to the ICT operational area				
5	Manage any contracts related to the operational areas				
<b>Individuals may also:</b>					
1	Maximise opportunities for income generation; assist in the preparation of bids for additional funding				
2	Support with the updating and maintenance of the school website				
3	Assist the School Manager in any duties at or below this level				
<b>Key Duties:</b>					
1	In liaison with the Head Teacher and members of the Senior Leadership Team be responsible for the development and management of the strategy for implementation of ICT across the whole school, including administration.				
2	As the lead staff member for ICT work with middle leader colleagues to drive school improvement and developments within ICT in line with the SLT requirements and contribute to the school improvement plan.				
3	To be responsible for the development and implementation of school policies and procedures for the safe, effective and innovative use of ICT and Reprographics within the school environment				
4	Maintain a comprehensive database of all support requests (helpdesk) and provide report to the Headteacher as required, via Synergy				
5	Line Manage the ICT and Reprographics staff providing technical support to staff and students, allocating jobs accordingly				
6	Identify school staff training issues and deliver appropriate training				
7	Ensure data stored on the system is current and out of date data archived				
8	Responsible for the design and implementation of changes to the school's ICT software and hardware and liaison with consultants on specifications of new software/hardware as appropriate				
9	In liaison with the Bursar, to be responsible for the procurement of all ICT related goods and services and the effective management of ICT and Reprographics budgets to achieve best value for the school				
10	Monitor student and staff ICT usage, add filters where necessary and report as appropriate in line with school policies				
11	To act as the main point of contact with the school's website provider and support with the update/maintenance of the school website.				
12	Plan and develop the school's strategy for the use of social media including research into any future developments. Produce policies, procedures and guidance in relation to social media and provide advice to staff and students on the appropriate use.				

13	Be responsible for monitoring the ICT related budgets across the school and the various software and hardware licence cost centres.
11	Advise teaching staff on the likely compatibility of new software/hardware, install software/hardware as requested by teaching staff and maintain a record of all installations carried out
12	To be responsible for the analysis, evaluation and detailed reporting to the Headteacher in relation to all aspects of ICT provision across school
13	Manage and maintain the network system and co-ordinate the efficient operation of all computers and associated equipment within school
14	Carry out regular performance monitoring to effect early detection of problems and maximise network performance, providing detailed reports and analysis to SLT where appropriate.
15	Ensure there is a robust system recovery process in the event of a serious failure or incident including data back up processes in line with school policy
16	Manage the ICT asset register and develop and manage a comprehensive ICT replacement plan, in consultation with the Headteacher, within available resources
17	Create and manage all network user accounts (including remote access), ensuring correct access rights and audit as required
18	Ensure secure operation of the network maintaining accessibility and convenience for users within the constraints of appropriate security. This to include ensuring the antivirus is kept up to date throughout school and on end user machines and servers, is checked regularly and is working correctly.
19	Manage all licensing of software and ensure it is valid and provides appropriate coverage for the number of users.
20	Carry out audits of student and staff internet usage, add filters where necessary and report as appropriate in line with school policy
21	Keep up to date with latest developments in hardware/software in education, undertake research as appropriate and keep Headteacher informed
22	Attend school events as required to support ICT use/delivery, eg Open Evening, Awards Evening
23	To participate fully in the school's appraisal process. To demonstrate a commitment to continuous development, identify opportunities for professional development and undertake training opportunities where appropriate.
24	To keep abreast of developments in the field of ICT and undertake research as appropriate. To advise the Headteacher on emerging technologies and their applicability to the school and if they should be part of the ICT strategy.
25	Advise teaching staff on the likely compatibility of new software/hardware, install software/hardware as requested by teaching staff and maintain a record of all installations carried out
26	Be required to lift and move heavy items and install bulky equipment and to install cabling in ceilings and roof spaces for which appropriate safety training will be provided

### **Additional supporting information specific to this post**

#### **Indicative knowledge, skills and experience**

- Experience in all aspects of ICT technical support
- Working at or towards national occupational standards (NOS) for IT Professionals and knowledge/skills equivalent to current national qualifications in ICT Level 4 and/or vendor qualifications for the specific hardware/software used

#### **General**

- At all times to carry out the duties in accordance with school-based policies and Health and Safety procedures, including risk assessments
- To fully participate in the School's appraisal system where appropriate
- Attend skill training and participate in professional development as required
- Work smoothly and harmoniously with other members of staff
- Be of smart appearance, be efficient, energetic and proactive
- Be willing to cover for staff absence
- You should be in possession of a First Aid qualification or show a willingness to be First Aid trained

- The post holder may be requested to carry out further reasonable additional duties as directed by the Headteacher
- This job description may be amended to meet the future needs of the school
- Be dedicated to excellence in all that you are and all that you do.

## **ADDITIONAL INFORMATION:**

### **IT DEPARTMENT AREAS OF RESPONSIBILITY**

General overview knowledge of the following areas:

#### **INFRASTRUCTURE:**

Maintain the IT infrastructure of the school:

- Physical servers
- PCs
- Network equipment
- Cables
- Virtual servers

#### **DATA:**

Maintain the Data structures of the school:

- Backups
- Availability
- Recovery
- Security
- MIS

#### **ONLINE ACCESS:**

Maintain internet access and security for staff and pupils:

- Access
- Filters
- Recording
- Email maintenance
- Remote access

#### **SPECIALIST SOFTWARE:**

**Any familiarity with the following software would be an advantage:**

- Solarwinds
- Sophos
- G-suite
- GAT+
- Microsoft Azure and 365 admin center
- Unifi
- Papercut MF
- GDPR Sentry
- Synergy
- Server Manager

- Windows Admin Center
  - MS RSAT tools
  - Locker Connect
  - Netsweeper
  - Impero
  - InVentry
  - Veeam
  - SIMS
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**The above form** sets out the area of work in which duties will generally be focused, and gives an example of the type of duties that the postholder could be asked to carry out. **PLEASE NOTE** that this is for guidance only. Postholders are expected to be flexible and to operate in different areas of work/carry out different duties as required.

#### **Equal Opportunities**

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

#### **Health and Safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must co-operate with us to apply our general statement of health and safety policy.

#### **Safeguarding Commitment**

We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

#### **Customer Focus**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

#### **Skills Pledge**

We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and/or numeracy if they do not have one already.

## Grade Profile

### Level Two – Managerial (Grade 8)

<b>Level Two Purpose</b>
Supervises a small team of semi-skilled or part-qualified staff or a larger team engaged in similar work (e.g. specialised administration) to deliver a service meeting well defined, short term deliverables.
<b>Scope of Work</b>
Role holders at this level will be expected to manage the human and financial resources allocated to the team. They must be able to use judgment to deal with daily unforeseen problems with limited guidance, within established procedures. Roles at this level are typically the first level of professional line management in the Council. They will generally have freedom to make practical and operational decision-making within closely defined policies and procedural guidance.
<b>Accountabilities/Responsibilities</b>
<ul style="list-style-type: none"><li>▪ Manage and coordinate the work of a team to ensure that Council procedures are properly implemented and that outputs are accurately recorded and meet with wider service needs.</li><li>▪ Manage the performance of staff, following Council policies and procedures e.g. sickness monitoring.</li><li>▪ Identify and act upon opportunities for improving procedures and processes within team or work area, to support the continuous improvement of services.</li><li>▪ Act as a technical reference for the team, providing guidance on the more complex issues and monitoring adherence to relevant standards.</li><li>▪ Train others in the use of specialist equipment, systems or work methods in order to support the development of the team or service.</li><li>▪ Manage a small budget, and/or influence decisions about a larger budget, to ensure appropriate resources are available to run the team or work area.</li></ul>
<b>Skills, knowledge and experience</b>
<ul style="list-style-type: none"><li>▪ GCSE or equivalent plus significant experience of working in a similar role OR part-professional qualification</li></ul> <p>In addition to the skills, knowledge and experience described, you may be required to undertake a lower graded role as appropriate.</p>
<b>Performance Measures</b>
<ul style="list-style-type: none"><li>▪ Delivery of specified results e.g. outputs, volumes</li><li>▪ Achievement of short term milestones</li><li>▪ Quality of partner relationships</li><li>▪ Budgeted vs. Planned expenditure</li><li>▪ Customer satisfaction (internal or external) and service level measures.</li><li>▪ Work force indicators (turnover, timeliness, absenteeism, etc.)</li><li>▪ Projects variance from time/budget targets</li></ul>