JOB DESCRIPTION

JOB TITLE: IT Manager

REPORTS TO: Director of Finance and Resources

SALARY: *In the region of* SSP 32-37 **£46,481pa - £52,191pa** *depending on experience*

WORK PATTERN: Permanent 37hours

PURPOSE OF THE ROLE

To have responsibility for the smooth running and operation and development of the college's network infrastructure and associated systems and services ensuring a disaster recovery plan is in place to cover this service and provision and provide business continuity. Responsibility for the maintenance and auditing of the above along with troubleshooting and resolution of any faults / issues arising.

To work with the Senior Leadership Team (SLT) (along with other strategic stakeholders), to understand the needs and requirements of the college and to ensure that the needs of key stakeholders are met. The IT Manager will work with key stakeholders and Learning Resource managers assisting in the development, planning and implementation of systems and a strategic direction.

To have line-management responsibilities for a small team of IT staff consisting of the Senior IT Officer, IT Support Assistant and Reprographics Assistant and liaise with a member of the (SLT).

KEY RESPONSIBILITIES

- To understand the needs of key stakeholders to ensure the IT Network meets the requirements of the college into the future.
- To be able to advise the decision making of the College Directorate.
- Ensure the protection and delivery of data and systems is undertaken.
- Responsibility for Network Maintenance, including licensing and maintenance contracts; troubleshooting problems and ensuring smooth running of the network.
- Responsibility for the Management and Administration of all network services including, but not limited to SQL, Active Directory, Group Policy and virtualised environments (Hyper-V/Failover Cluster Manager), network equipment (firewalls, switches, Wi-Fi, etc.) and any associated Cloud based services and systems such

as VoIP Platforms/Azure/MS 365/Google workspace, and also to manage and maintain systems in place at the college.

- Experience with implementing and maintaining at 3rd line/infrastructure engineer level the following technologies (not exhaustive):
    - Hyper-V/Failover Cluster Manager
    - Azure (Virtual Machines, VPNs, Traffic Manager, EntraID, etc.)
    - M365/Google G Suite
    - DHCP/DNS/NPS/AD/GPMC/FSRM/Other Windows Tools
    - Firewalls (Fortigates advantageous)
    - Switches, WLAN
    - Server 2016-2022
    - Broad understanding of computer grade hardware & end user devices
    - VoIP telephone (8x8 advantageous)
    - If you do not have experience with all of these technologies, we would still welcome speaking to you.
- Involvement in strategic network and IT Services related development issues.
- Responsibility for the implementation of the backup strategy and disaster recovery and maintenance of the cyber security of the estate and safeguarding systems such as content filtering.
- Management of the day-to-day maintenance and upkeep of the IT Services estate and resolution of customer tasks logged via the support system (3rd line/infrastructure).
- Maintaining the integrity of network security.
- Managing the development of the infrastructure and networking of John Leggott College.
- Liaising with external support companies and software companies to solve problems quickly.
- Working with members of SLT to achieve project goals and timescales.
- Responsible for line management of the IT Team,
- To generally assist in the smooth running and provision of excellent customer service; practically within the LRC areas by;
    - Producing general IT help materials for the use of IT hardware and software.
    - Training of college staff on IT related issues.
    - To provide one-to-one assistance for any user, staff or student, of IT hardware and software in the IT Study Zones.
    - Be responsible for the support customer side hardware and software.
    - To undertake and support the general running of the IT Services department within college.
    - To respond to phone calls for assistance from staff in the college giving assistance remotely over the phone or by remote assistance at the computer screen.
    - To ensure the helpdesk is used effectively and holds and accurate record of the volume and types of incidents received by the IT Services team.
    - To liaise with staff who have directed students to the Open Access Areas.

- o To assist in the maintenance of a safe, orderly and secure working environment.
- o To develop the operation of the Helpdesk finding ways of improving the service offered by the IT Services to staff and students.
- o Supervision of the Portal IT Study area.

IN ADDITION TO THE ABOVE MENTIONED ATTRIBUTES THE POSTHOLDER WILL BE EXPECTED TO:
- Achieve agreed targets and performance indicators across all areas of responsibility
- Support effective safeguarding of all young people throughout the College
- Attend as necessary, meetings of all College Staff
- Adhere to College Policies and procedures e.g. Equality and Diversity; Health and Safety
- Undertake any such other duties as may be required, commensurate with the post which do not change the character or purpose of the post which are necessary to maintain outstanding standards
- Demonstrate commitment to own continuous professional development.
- Demonstrate positive behaviors and day to day commitment to the College's strategic plan

The job description is an outline of the key tasks and responsibilities and is not intended as an exhaustive list. The job may change over time to reflect the changing needs of the College, as well as the personal development needs of the post holder.

We strive for equality throughout the college and positively encourage applications from all sections of the community. The College has a strong commitment to safeguarding and promoting the welfare of young people and vulnerable adults and all appointments are subject to an enhanced DBS clearance.

LEON RILEY
Principal

Employee Signature ……………………………………….	*Date………………………………………*

Line Manager……………………………………………………….	*Date…………………………………………………*

Person Specification

AF = Application Form   Q = Qualification   I = Interview Process

Qualifications and Education	Desirable /Essential	Assessment Method
A degree in IT, Computer Science, or a related field, or equivalent professional experience	E	AF Q
Relevant certifications (e.g., CompTIA Network+, Microsoft Certified Solutions Expert (MCSE), ITIL Foundation)	E	AF Q
Advanced certifications in specific technologies used within the college (e.g., Cisco Certified Network Associate (CCNA), Microsoft Azure certifications)	D	AF Q
Skills & Knowledge	Desirable /Essential	Assessment Method
Strong knowledge of network systems, including LAN, WAN, Wi-Fi, and firewall configuration	E	AF I
Proficiency in managing Windows Server environments and virtualization technologies (e.g., VMware, Hyper-V	E	AF I
Knowledge of safeguarding practices and data protection legislation, including GDPR.	E	AF I
Ability to manage and allocate IT resources effectively to meet the needs of the institution	E	AF I
Excellent troubleshooting skills and the ability to work under pressure to resolve critical IT issues promptly	E	AF I

	Desirable/Essential	Assessment Method
Knowledge of educational-specific IT systems, such as Management Information Systems (e.g., Cedar, ProMonitor	D	AF I
Understanding of accessibility technologies to support diverse learning needs	D	AF I
Familiarity with cloud-based systems and their implementation in an educational setting.	D	AF I

Experience	Desirable /Essential	Assessment Method
Proven experience in managing IT systems, infrastructure and networks	E	AF I
Demonstrable experience in maintaining, troubleshooting, and upgrading network systems and IT hardware	E	AF I
Experience in managing and implementing IT projects from conception to completion.	E	AF I
Experience managing and administering key network services such as SQL, Active Directory, and Group Policy	E	AF I
Hands-on experience with technologies including Hyper-V, Azure (Virtual Machines, VPNs, Traffic Manager), M365, and DNS/DHCP	E	AF I
Experience managing firewalls, switches, WLAN, VoIP systems, and content filtering tools.	E	AF I
Experience with disaster recovery planning and implementation, as well as cyber-security measures	E	AF I
Demonstrated ability to manage IT support teams, including performance management and professional development	D	AF I
Familiarity with e-learning platforms and tools (e.g., Moodle, Google Classroom, Microsoft Teams)	D	AF I

Experience with budgeting and procurement for IT resources	D	AF I
Personal Attributes	**Desirable /Essential**	**Assessment Method**
Flexible approach to working to accommodate essential target dates in the life of the college	E	AF I
Ability to work calmly and effectively, both in a team and independently, to prioritise a varied workload	E	AF I
Excellent communication skills and ability to establish and maintain professional working relationships with staff, students and external stakeholders	E	AF I
Strong leadership and management skills with the ability to motivate and guide a team	E	AF I
A proactive approach to problem-solving and continuous improvement	E	AF I
High levels of organisation skills and the ability to manage multiple tasks and projects simultaneously	E	AF I
Enthusiasm for supporting the college's educational goals through innovative IT solutions.	D	AF I
Commitment to continuous professional development	D	AF I