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| Trinity Multi Academy TrustJob Description |  |
| Job Title:  | IT Development Manager |  |
| Job Scale:  | Scale PO5-PO6 (points 38-43) |  |

**BASIC JOB PURPOSE**

* To work closely with the Director of IT to deliver world-class IT provision across our trust.
* To contribute to the leadership and management of a successful trust-wide IT support provision
* To ensure that the IT services across the trust are implemented, delivered effectively and IT equipment is available and fit for purpose
* To deputise for the Director of IT when necessary
* To co-ordinate the delivery of large-scale projects across the trust
* To support and develop the IT development plan(s) and advise the members of the MAT of the best value and use of technology throughout academy operations

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| **Reporting to:**  | Director of IT |
| **Responsible for:**  | Members of IT support personnel across the MAT.  |

**MAIN RESPONSIBILITIES**

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| **1** | To deliver large-scale projects across the trust, managing staffing and keeping within strict budgets |
| **2** | Directing, assigning, coordinating, reviewing and evaluating the work of staff for maximum productivity, using the performance management process. |
| **3** | To provide specialist support for the IT provision of the institutions within the MAT, coordinating maintenance and repair programs so equipment is accessible and available for use across the trust. |
| **4** | Provide clear information, advice and recommendations to the Director of IT regarding strategic development of service support to ensure the best possible learning environment for students. |
| **5** | Manage relationships with vendors, and ensure best value for money across all trust procurement. |
| **6** | Responsibility for the trust service desk; ensuring quality and timely responses and resolutions to user incidents and requests. Reporting on performance. |
| **7** | To work within the IT team to regularly review and monitor systems and processes to support a culture of continuous improvement. |
| **8** | To provide advice, support, training and guidance to users, and support the strategic development of IT support and resources. |
| **9** | To adhere to and develop policies and practices, including asset management and IT acceptable use. |
| **10** | To effectively communicate IT issues to ensure users are aware and understand updates/issues relevant to their roles. |
| **11** | To assist with development of the IT development plan, advising MAT IT management as appropriate by keeping up to date with technological advances in the use of IT and recommend ways in which the trust can benefit from developments. |
| **12** | To be aware of and understand the business continuity processes, and the requirements of the IT team. |
| **13** | Co-ordinate the User Support and Infrastructure team management to deliver projects on time |
| **14** | Effectively deploy the IT team across the trust. |
| **15** | Line manage appropriate IT support personnel. |
| **16** | To develop service level agreements between the IT team and academies within the trust to ensure that service is efficient, effective and service standards can be monitored |

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| Other Specific Duties: |
| * This is a trust role so while it is envisaged the primary location will be The Maltings Offices; there will be the need to work across sites to fit the needs of the trust. (Within reasonable distance of the primary location)
* All staff are expected to demonstrate consistently high standards of personal and professional conduct and maintain high standards of ethics and behaviour, within and outside the trust
* Treat all students with dignity, observe proper boundaries and understand that every adult in the Trust institutions has a responsibility to safeguard children and young people.
* To continue personal professional development as required
* Attend staff and other meetings and participate in staff training and development events as required
* To actively engage in the performance review process, and manage performance reviews for technicians and apprentices.
* All support staff may be used to perform appropriate duties as and when required by the trust, commensurate with the salary grade of that post if it is higher than the employee’s current salary
* To work in the best interests of the trust, academies, students, parents and staff
* To adhere to the trust’s policies and procedures with particular reference to Child Protection, Equal Opportunities and Health and Safety
* To work flexibly, including some evening work, and to travel, as required, to meet the needs of the role

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.This job description is current at the date shown, but, in consultation with you, may be changed by the Director of IT to reflect or anticipate changes in the job commensurate with the grade and job title.  |
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| **PERSON SPECIFICATION** |
| **Job Title: IT Manager** |
| **KEY CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| **Qualifications & Experience** | * education to degree level or significant relevant experience
* a track record of recent, relevant professional development
* awareness of the relevant current policies relating to IT developments
* experience of successfully managing IT networks
* experience of managing change and implementing new systems/procedures/controls
* experience of working under pressure and to deadlines
* experience of line management.
* deal sensitively with people and resolve conflicts
 | * experience of working with young people
* degree within specialist area
* Relevant professional qualification, or working toward (MSCA, Cisco certifications)
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| **Knowledge and understanding**  | * the application of IT to effective use across large educational organisations
* innovative approaches to developing business support services
* significant working knowledge of a range of IT software, hardware and other resources
* effective review and evaluation procedures.
* knowledge and understanding of the application of IT to develop teaching and learning
* understanding of data protection legislation and relevant good practice.
* Strong understanding of Microsoft software solutions
 | * understanding of safeguarding and promoting the welfare of young people
* working knowledge of SCCM/SCOM/SCVMM
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| **Skills and ability** | * ability to work consistently, prioritise and delegate appropriately, to handle pressure and to work to deadlines
* ability to communicate clearly and sensitively, both orally and in writing, with students, staff and other partners
* ability to work in a team, and collaboratively with other staff
* line management ability
* ability to interpret information and data
* creative thinking skills and able to anticipate, identify and solve problems
* demonstrate good judgment
* ability to learn, adapt and apply knowledge to different systems/software
* Full UK Driving license
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| **Personal Qualities** | * able to follow direction and work in collaboration with line manager
* able to work flexibly to meet deadlines and respond to unplanned situations.
* a good record of attendance and punctuality
* desire to enhance and develop skills and knowledge through CPD.
 | * reliability, integrity and stamina
* respect confidentiality
* achieve challenging professional goals
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**Specific technical knowledge**

Below is a list of some of technologies and solutions used across the MAT.

Candidates with a good working knowledge or experience of these applications will be given priority at shortlisting stage.

* Freshservice IT Service Desk
* Microsoft Server 2016/2019/2022 (Including AD/GP/DNS/DHCP)
* Networking skills inc. LAN/WAN/VPN
* HP/Aruba switch technologies
* Sophos AntiVirus Cloud
* Print Management software (Papercut etc)
* Microsoft System Center Configuration Manager (Imaging of equipment, Deploying software etc)
* Hyper-V and Virtual Machine Manager
* ArcServe Backup
* VOIP telephony systems
* Cisco Meraki WiFi
* Apple Mac/Apple iPads/Configuration manager
* Microsoft Intune
* Microsoft Azure
* Microsoft 365 Platform
* SMART Interactive displays
* Digital signage
* Asset management

It would also be advantageous to have an understanding of:

* Bromcom MIS
* Cashless Systems, ID Visitor solution, Security Access Systems
* Biostore Biometric solution
* CCTV systems
* Smoothwall UTM and internet filtering