

Great Heights Academy Trust

Job Description

Post:	IT Infrastructure Manager
Pay range:	PO1 – PO5 FTE - £31,346 - £34,728
Hours of work:	22 hours per week initially working full year
Responsible to:	Chief Operations Officer
Responsible for:	IT Technicians/Apprentices

Prime Objectives of the Post

- **Be responsible for the management, delivery and effective usage of ICT across the Trust. This will include the strategic planning, development and monitoring of ICT. Act as the principal technical authority for IT within the Academies**
- **To devise a vision for the Trust's IT service, draw up a 3-5 year strategic plan for development, and be responsible for delivering that plan.**
- **Analyse the business requirements of all departments to determine their technology need**
- **Advise the members of the MAT of the best value and use of technology throughout academy operations**
- **Develop the IT networks and services**
- **Devise and establish IT policies and systems to support the implementation of strategies**
- **Ensure that the IT services across the Trust are implemented, delivered effectively and IT equipment is available and fit for purpose**
- **Co-ordinate the maintenance, installation and availability of the IT network(s) and resources**
- **Establish and oversee a successful trust-wide IT support provision**

Leadership & Management:

- To work under the COO, as part of the central MAT team, to provide and maintain the ICT Support Service in line with the Trust's strategies. Work with the CFO to ensure budgets are used efficiently and best value achieved
- Attend Central Team meetings and when required Trust Board meetings to report on all strategic management as required
- Negotiate and influence strategic decision making within the MAT Core Team
- Plan and manage change in accordance with the IT strategic plan/school development plan

Personnel:

- Appoint, line manage and appraise technicians/apprentices

Finance:

- To support project development and implementation and advise on procurement of all software and future developments of the IT infrastructure, including identifying, planning and costing upgrades/new purchases.
- Input and approve appropriate orders/invoices in line with the Trust's finance procedures

Infrastructure:

- Manage and ensure effectiveness of the Trust's IT infrastructure
- Maintain the email system and associated accounts/licences
- Manage and ensure optimal operation of servers, on both physical and virtual levels for the Trust, this including all Trust academies & designated bodies.

- Manage and ensure optimal operation of all network equipment, including routers, switches, UPSs, etc
- Manage and ensure effectiveness of security solutions, including firewalls, antivirus solutions, web filtering, etc
- Manage and ensure effective program distribution and installation in accordance with licensing provision
- Proactively monitor the status of IT infrastructure and flag possible issues due to age/faults, therefore minimising the risk of downtime
- Develop, implement and maintain to good industry practice, a comprehensive business continuity plan for technology Ensure thorough backup procedures are maintained and regularly familiarise yourself with system recovery processes to minimise the risk and impact of a serious disaster and threats to continuity (including management of the appropriate back up regime and virus protection)
- Ensure IT infrastructure is suitable for 'Digital Services' (e.g. Wifi, virtual servers) and improved/changed where necessary
- To be responsible for strategic planning of ICT school support services to ensure that the Trust maximise the use of resources available
- To be responsible for the design, management and co-ordination of appropriate systems, including iPad/tablet roll-out programmes across the Trust as required
- Develop and maintain best infrastructure with input from the broadband service provider, ensuring security of the wide area network
- To determine the need for and arrange provision, analysis and evaluation of data for detailed reports, business cases etc.
- To plan, develop and design monitoring systems which compliment Trust policies and procedures

General Tasks:

- To support the administration of the network(s), across all sites to ensure that all user needs are met
- Maintain an inventory of all hardware and software
- Dispose of IT equipment at end of life correctly and keep records for presentation when required.
- To act as the principal technical authority for IT within the Academies
- 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
- To ensure quality and timely responses and resolutions to user incidents and requests.
- To provide advice, support, training and guidance to users
- To develop policies and practices, including asset management, monitoring network usage, other record keeping processes
- To effectively communicate IT issues to users to ensure users are aware and understand updates/issues relevant to their roles
- Take responsibility for key areas of the development of the IT infrastructure, including teaching and learning technology and MIS upgrades
- To support project development and implementation and advise on procurement of all software and future developments of the IT infrastructure, including identifying, planning and costing upgrades/new purchases
- Advise the MAT Core Team 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
- To be responsible for the design, management and compliance with the Data Protection Policy for the Trust.
- To undertake, with complete discretion and in confidence, tasks as directed which may be of a sensitive and confidential nature as required by Senior Staff.
- To provide advice, guidance and interpretation to the Board of Directors and Senior Staff in relation to policies and procedures, best practice guidance, legislation, National Standards and initiate appropriate action where necessary to ensure school's compliance.

- To develop and create for consultation, Trust-wide policies and procedures relating to ICT systems to compliment and proactively ensure that appropriate bodies have information / data available in required format and within appropriate time scales.
- To undertake research and obtain information on behalf of Senior Staff to assist with decision-making process.
- To actively promote the Trust and its services, and take a leading role where necessary and appropriate.
- To manage ICT capital projects in liaison with the relevant body.
- To identify, review and appraise ICT resources as required and take a lead in the management of resources as appropriate.
- To manage and review the procurement of ICT licences as required.
- To manage and review Service Contracts on behalf of the Trust in relation to ICT provision following tendering and procurement processes.

MAT Expectations:

- To act at all times as an Ambassador for the Academy/MAT actively promoting its values and vision with all stakeholders
- Be located at any site as necessary for the implementation and operation of this role
- To comply with Health and Safety policies, organisations statements and procedures, report any incidents/accidents/hazards and take pro-active approach to health and safety matters in order to protect both yourself and others
- 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 pupils/staff 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 undertake such other duties and responsibilities as may be reasonably requested

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. This Job Description will be reviewed annually and may be subject to amendment or notification 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 responsibilities and duties.