Trust IT Team Leader

Nicholas Postgate Catholic Academy Trust

Salary: Grade K, SCP 28-30 - £31,371 - £32,878
Hours: Full Time, Whole Time
Contract: Permanent
Required: March 2020
Employment Location: To work across our schools in Middlesbrough, Redcar & Stockton

The Nicholas Postgate Catholic Academy Trust (Northern Region Trust) was formed on 1st September 2018 and consists of 22 primary and 4 secondary academy schools spread across Middlesbrough, Stockton, Redcar and Thirsk.

This is an outstanding opportunity for a suitably experienced professional to be part of a team developing and managing IT Services across our 26 schools. Along with the existing team leader, the role will be focused on the daily management of IT Technicians and service desk tickets in order to meet SLA's. The successful candidate will ensure the team is organised daily and are always operating efficiently & effectively.

A relevant ICT qualification or proven team leadership experience is required along with experience in a technical support role is required, as this is a 'Hands-on' role where some support of hardware/software/operations and systems including server and networks is required. Experience with Hyper-V, Windows Server, Active Directory, DHCP, & DNS, a good understanding of networks and a working knowledge of PC hardware, PC applications/operations systems such as Windows 10 is essential.

Own transport is a requirement as the successful candidate(s) will be travelling between sites within Middlesbrough, Redcar & Stockton.

Please see the Job Description and person specification for further information.

Application packs are available from the NPCAT website https://npcat.org.uk/current-vacancies/

Candidates should complete and return the support staff application form, a recruitment monitoring form, a rehabilitation of offenders form and a consent form to obtain references to:

recruitment@npcat.org.uk

For further information about the role please email Dan Jackson – Jackson.d@npcat.org.uk

Closing Date: Friday 21st February 2020

The safety and wellbeing of children and young people is central to our ethos and we expect staff and volunteers to share this commitment. Applicants will be required to supply two references, medical check, undertake an enhanced Disclosure and Barring Service (DBS) check to comply with the Safeguarding and Child Protection policies of the Trust.

POST TITLE: Trust ICT Services Team Leader

RESPONSIBLE TO: Trust ICT Services Manager

SALARY: Grade K - £31,371 - £32,878

JOB PURPOSE: To oversee the operational delivery of the Trust's ICT services support to NPCAT schools, ensuring an effective and responsive service.

To lead by example in creating a culture of professional excellence and achievement in all aspects of the NPCAT's Corporate Services team and to at all times demonstrate commitment to upholding and developing the Catholic ethos and aims of the Trust.

Main Responsibilities

- To assist with the development, updates and maintenance of the Trust's ICT infrastructure, including all network hardware and equipment, including routers, switches, hubs, UPSs, PC's, Wi-Fi, mobile devices, printers etc.

- To manage the day to day running of the Trust ICT helpdesk ticketing system in order to ensure jobs are assigned to the appropriate technical staff, prioritised and resolved within agreed SLA timescales

- To manage the day to day deployment of ICT Technicians throughout the Trust as required

- In conjunction with the ICT Services Manager, advise and implement ICT policies, procedures and best practice

- In conjunction with the ICT Services Manager, liaise with independent contractors to obtain quotes and oversee implementation of required ICT related work

- To manage and ensure the correct operation and maintenance of servers (both physical and virtual), including e-mail, print, secure authentication, library systems, cashless catering, staff and student data servers, web, backup servers, and their associated operating systems and software

- To assist IT Technicians in their duties where required in order to ensure all service desk jobs are resolved within the SLA timescales

- To manage, maintain and fault find where applicable the Trust's network infrastructure

- In conjunction with the ICT Services Manager manage and ensure effectiveness of security solutions, including firewalls, anti-virus solutions, and intrusion detection systems

- To manage and administrate user accounts, permissions, and access rights to all ICT services for staff, pupil's, governors and parents according to relevant policies

- Ensure the security of all server based sensitive data on all sites and ensure strict policies and procedures are met if sensitive data is to be accessed offsite

- In conjunction with the ICT Services Manager, develop and maintain the data and server 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 software)

- To ensure best value is achieved with all hardware and software purchases

- To identify, assist and support the development of new ICT systems, networks, equipment and applications for each academy within the Trust to ensure the curricular and management needs of the Trust will continually be met

- In conjunction with the ICT Services Manager, maintain an ICT development plan for the Trusts replacement of hardware

- To manage the inventory of all hardware, software licences and a register of all borrowed equipment

- To assist with the maintenance and updates of the Trust's information management systems

- Oversee monitoring and reporting on internet access and usage across the academy, in order to be compliant with the Prevent duty and safeguarding of pupils

- Provide training sessions for staff as required

Safeguarding, Equality & Diversity and Health & Safety

- To safeguard and promote the welfare of children for whom you have responsibility or come into contact with, to include adhering to all specified procedures.

- To carry out your duties with full regard to the NPCAT's Equality Policy and objectives.

- 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.

These duties are neither exclusive nor exhaustive, and the post holder will be required to undertake other duties and responsibilities, which the COO/ICT SM may determine.

PLEASE NOTE THAT SUCCESSFUL APPLICANTS WILL BE REQUIRED TO COMPLY WITH ALL ACADEMY TRUST POLICIES.

THE SUCCESSFUL APPLICANT WILL BE SUBJECT TO FULL ENHANCED DISCLOSURE CHECKS BEFORE AN OFFER OF APPOINTMENT IS MADE – AND THESE WILL BE SUBJECT TO RECHECKING AS APPROPRIATE

PERSON SPECIFICATION
TRUST ICT SERVICES TEAM LEADER

		ESSENTIAL			DESIRABLE	
	Criteria No.	**ATTRIBUTE**	**Stage Identified**	**Criteria No.**	**ATTRIBUTE**	**Stage Identified**
Qualifications & Education	E1	Relevant undergraduate degree in ICT related discipline or significant work experience in a related field	AF, C	D1	Evidence of sustained CPD in an ICT related area	AF, C
Experience & Knowledge	E2	Experience of achieving agreed KPIs and prioritisation of issues	AF, R, I	D2	Experience of working in a school or other public sector ICT team	AF. R, I
	E3	Experience of managing and motivating and staff	AF, R, I			
	E5	Prior experience in a technical support role, including hardware/software/operations and systems including server and network experience	AF, R, I			
	E6	An understanding of networks and experience with Windows Server, Active Directory, DHCP, & DNS	AF, R, I			
	E7	An understanding and working knowledge of PC hardware, and PC applications/operations systems such as Windows 10.	AF, R, I			

Skills	E9	Good analytical and problems solving skills and experience of applying these in an ICT environment to improve service delivery	AF, R, I			
	E10	Proven organisational and prioritisation skills, showing flexibility in adapting plans when necessary and an ability to achieve competing deadlines and keep calm under pressure	AF, R, I			
	E11	Ability to train and support other staff to find new and better ways of working and using ICT	AF, R, I			
	E12	Ability to manage concurrent issues through to completion, taking personal responsibility for the timely resolution of issues.	AF, R, I			
	E13	Good communication skills, both verbal and written.	AF, R, I			
Personal Attributes	E14	A willingness to work flexibly, sometimes outside of normal core hours, in response to service demands	AF, R, I	D4	Ability to self-evaluate CPD needs and to seek out new learning opportunities	AF, R, I
	E15	Ability to respond to sensitive issues with tact, diplomacy and professionalism	AF, R, I			

	E16	Ability to build and sustain effective working relationships	AF, R, I			
	E17	A high degree of personal motivation and a positive "can do" attitude	AF, R, I			
Special Requirements	E18	Use of own transport for travel between school sites	AF, R, I			
	E19	A knowledge of safeguarding and child protection requirements	AF, R, I			

Key – Stage identified	
AF	Application Form
C	Certificates
D	Disclosure
I	Interview
R	References