



JOB PROFILE **IT Services manager**

Line Manager: Academy Business Manager

Fundamental Purpose

The IT Services Manager will have overall responsibility for the IT infrastructure and the delivery of an outstanding and responsive support service to all staff and students at Lord Lawson of Beamish Academy. The person in the role will be responsible for the selection, procurement, maintenance and scheduled renewal of the academy's hardware, software and IT related services.

As an IT professional with experience in a management position, you will demonstrate strong staff and resource management expertise with the skills to inspire, motivate and challenge what we currently do. You will work alongside all members of the academy's staff and students. You will lead a small team of two technicians to successfully deliver projects and undertake daily tasks to maintain operations. You must be an individual driven by service improvements and have the vision and skills to be innovative and bring about the required change.

Key Responsibilities

IT Strategic Direction

- Strategically plan, design and document the academy's user operations and manage the whole IT user experience
- Enhance the user support service delivery and user satisfaction through the development and implementation of a user service strategy
- Using quality improvement processes deliver an outstanding computing experience to be provided to all by the academy
- Work with the Senior Leadership Team to ensure the IT services strategy and its implementation across the academy is embedded within the academy's school improvement plan and compliments the strategic direction of the academy
- Monitor trends and changes taking place within IT and education to improve user satisfaction by providing the best possible IT solutions
- Play an active role with academic staff to promote and progress ITs role in developing teaching and learning strategies

IT Support Desk

- Review and manage improvements to the Support Desk incident logging system to provide a timely and proactive service leading to high levels of user satisfaction
- Oversight of all user service requests, ensuring they are logged, allocated, managed and closed appropriately



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- Responsible for making sure all equipment and systems are functioning correctly. Ensuring the timely resolution of software / hardware related issues and other user problems
- Liaise with the examinations office and teaching staff to ensure that any exams or assessments (internal and external) requiring IT services are planned and supported
- Work with the IT Technicians to ensure the most up to date and appropriate client operating systems and applications are deployed timely and correctly
- Work with the IT Technicians to ensure systems are protected by antivirus applications and that the operating systems and software applications are updated regularly, as appropriate

Management and Training

- Overall responsibility for the day-to-day management, recruitment, and retention of the IT Technicians including personal development, training, mentoring, wellbeing, escalation points, holding regular team meetings and reporting any staff changes and/or concerns
- Overall responsibility to ensure the IT Services Team are meeting and exceeding expectations regarding performance, meeting defined metrics/benchmarks and conduct, as agreed with Academy Business Manager. Adhering to the academy's policies and procedures including appraisal and performance management

Policies, Practices and Risk Management

- Ensure best working practices, policies and processes are adhered to including developing documentation (where appropriate) and ensuring the content is up-to-date and accessible
- Ensure appropriate security, backup and IT safety facilities are provided for all users, with due regard to safeguarding arrangements for all our pupils and staff
- To write and develop an IT continuity and disaster recovery plan
- In collaboration with the wider academy management team support the risk management process

Asset Management, Budgeting and Procurement

- Support with the annual budget setting process and rolling three-year forecast. This will include both revenue and capital expenditure planning
- Develop short, medium and long-term strategies for the procurement of classroom and office equipment, software, hardware and printing facilities to meet future user requirements
- Be responsible for the procurement of goods and services, working within the rules outlined in the Academies Financial Regulations
- To develop and deliver an accurate up-to-date asset management plan leading the academy to have excellent and reliable IT systems
- Maintain the IT section of the academy's asset register including supporting the finance team with depreciation calculations
- To develop and deliver a 'rolling' IT refresh plan



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- Support and maintain the academy's website ensuring it is dynamic, interactive, up to date and compliant with statutory requirements

Meetings

- Attend relevant academy meetings, to include staff briefings, head of department meetings, departmental and others as required by the Academy Business Manager
- Attend regular one to one meeting with the Academy Business Manager putting forward suggestions with regards to services improvement, changes and trends, raise awareness of tasks and projects across the team to enhance facilities and support across the academy

Lord Lawson of Beamish Academy is committed to safeguarding and promoting the welfare of students and expects all staff to share this commitment.

This job description may be amended at any time in discussion between the Principal/Deputy/Assistant Principal and the employee and will be reviewed annually before the commencement of the next appraisal cycle.