

TITLE: IT Services Lead
REPORTS TO: Trust Network Manager

Salterns Academy Trust is a vibrant learning community made up of three Schools where every member of staff understands the difference that they can make to our students' outcomes. We expect all staff to be actively involved in the personal development of our young people and to show full commitment to their own and the school's professional development.

The Trust and its schools committed to safeguarding and promoting the welfare of children and young people; and they expect all staff to share this commitment.

Key Purpose

- To lead and deliver front line IT support for students and staff to ensure consistent ICT delivery across a trust school
- To enable student's access to learning by providing technical advice and support in the practical and technical aspects of the curriculum by preparing, maintaining and organising equipment and materials
- Working with the Trust Network Manager and IT Operations Manager to support the strategic plan of the IT development needs and improvement priorities to ensure state of the art IT facilities
- To daily review internet access and device use to ensure effective safeguarding is taking place
- To lead the monitoring, technical and maintenance aspects of the Chromebook Lease Scheme
- Administer IT provision to a high standard ensuring that it meets the needs of the school

Main Accountabilities

Equipment Support

- Ensure that the school's network runs efficiently providing technical support on hardware and software problems, investigating faults, and liaising with 3rd party support companies as necessary
- Manage the investigation and diagnosis of the IT provision providing first- and second-line support in network problems, seeking assistance where required
- Ensure new equipment including PCs, mobile devices, classroom touchscreens etc are suitable to meet the needs of the school, offering support and training as required.
- Check, set up and install new equipment
- Manage the maintenance of all computer hardware on a regular basis to ensure availability
- Participate in discussions with end users to understand their ICT requirements and recommend solutions to meet their needs in terms of hardware and software
- Coordinate the maintenance of school owned and leased 1:1 Chromebooks
- Support the network infrastructure, including switches and routers. Install and keep up to date school servers
- Manage, maintain and assist in installation of data cabling and other communication devices
- Perform advanced diagnostic procedures on PCs, Chromebooks, peripherals and applications

Support and Management

- Manage and liaise with staff on a daily basis to support the efficient use of IT equipment within the school
- Set support priorities, balancing response to support requests with need to follow planned monitoring and maintenance in the context of staff availability and wider ICT service demands
- Set up new users on networks when required
- Maintain web filtering and add sites that are inappropriate to students to the block list

- Manage and maintain system integrity and security by changing passwords on the system and informing staff of any changes
- Monitor security, patching devices and ensuring data protection compliance
- Install and configure software on the school network servers
- Assist, as directed, in the management of the school network servers and effective use of the Communications Room
- Support digital leaders to be successful in their roles
- To undertake other activities from time to time, including providing support at other Trust Schools agreed to be consistent with the nature of the role

Software

- Keep abreast of software developments including evaluating and comparing prices and make recommendations on the purchase of new software
- Operate and tailor software to meet the needs of the school
- Maintain software inventory and licensing to ensuring compliance with legal requirements.
- Manage and troubleshoot software problems
- Install network software including stand-alone software, liaising with staff to ensure smooth integration onto all PCs including laptops and Chromebooks for use by students and staff

Management

- Support, implement, monitor and review school procedures for managing and recording installations and configuration changes, with effective documentation
- Manage and keep inventory of asset disposal
- Support major developments of the ICT provision and their implementation
- Support and maintain the overall view of the capabilities of the schools ICT service and contribute to continuous improvement to meet future needs
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- Liaise with third party maintenance contractors as required
- Undertake safety checks and monitor and report on compliance with Health and Safety regulations
- Review and monitor student's internet and computer use to ensure effective safeguarding is taking place

Administration

- Manage the security marking and assessing of all new equipment in the school
- Manage stocks of computer consumables (including printers/toners) re-order levels and order fresh supplies
- Ensure the schools IT licencing is compliant with Trust policies
- Maintain system integrity and security by changing passwords on the system and informing staff of any changes
- Maintain school backups, endpoint protection and cybersecurity monitoring in line with Trust policies and procedures
- Maintain and update the school website
- Manage the maintenance and troubleshooting of the schools IT systems

General

- To provide support for students with exam access arrangements when necessary
- To participate in Professional Learning (including INSET and twilight INSET sessions) and Performance Management, contributing to the identification of own self development needs.
- To attend staff meetings as published annually in the whole school diary

- To participate professionally in own Line Management meetings
- To promote students' wellbeing by undertaking supervision of students during break times as timetabled on a daily basis
- To play an active role in promoting school values
- To work restoratively with staff, students, families and colleagues to maintain the values of the school
- To take responsibility for your own wellbeing

This job description is subject to annual review and/or change at other times in response to identified needs. It is expected that the post holder will undertake additional duties, as required, and in agreement with their Line Manager, to operate in a flexible environment.