

Trust IT Operations Manager

Salary: Pay Band 8

Hours: 37 hours per week, 52 weeks per annum

Contract type: Permanent

Reporting to: Trust Network Manager

Salterns Academy Trust is a learning community 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 their colleagues' professional development.

Salterns Academy Trust is committed to safeguarding and promoting the welfare of children and young people; and we expect all our staff to prioritise this responsibility.

Salterns Academy Trust is committed to creating a diverse workforce. We will consider all qualified applicants for employment without regard to sex, race, religion, belief, sexual orientation, gender reassignment, pregnancy, maternity, age, disability, marriage, or civil partnership.

Key purpose

The Trust IT Operations Manager is responsible for the delivery of strategic projects and supporting the management of the trust's ICT infrastructure and support services, including:

- Working alongside the Trust Network Manager (TNM) to provide day-to-day leadership of ICT support teams for the trust and its schools
- Development of assigned strategic ICT projects and their delivery, ensuring the trust's resources and services are fit for purpose and support future development.
- Supporting the design and delivery of implementation plans for development of ICT resources across the Trust and its schools.
- Developing and delivering the cyber-security of Salterns Academy Trust

Accountabilities

Strategic planning and leadership

The Trust IT Operations Manager will be accountable for delivering key projects and supporting the future development of IT services across the trust

They will:

- Deputise, as required, for the TNM.
- Take operational responsibility of the daily management of the school-based IT Support teams.
- Deliver strategic projects to support the effective working of the Trust and its schools and to ensure excellent delivery of education at all levels.

- Supporting the training and development of staff by modelling continuing learning, sharing of skills and expertise and ensuring team members participation in project delivery, as appropriate, to enable them to develop their skills which will then future proof the delivery of IT services.
- Work with the TNM to develop a long-term strategic plan for ICT resources and services across the trust that supports the trust's wider strategic planning, vision and aims.
- Contribute to the trust's business planning and risk management exercises, including taking action to mitigate risks where necessary, with a particular focus on cyber-security risks and advising on issues related to IT.
- Support the development, implementation, and monitoring of relevant policies, including those on digital education platforms, remote access, cloud storage, ICT networks, cyber-security, ICT asset management and secure disposal.
- Keep up to date on developments in technology for the education sector, alerting trust and school leaders to developments that could support their work.
- Develop and maintain strong relationships with relevant external organisations.
- Work with other trust leaders, school leaders and the school-based IT teams to develop and extend ICT knowledge and capabilities across the trust.
- Line Management and appraisal for assigned ICT support staff.

ICT resource and service management

The Trust IT Operations Manager will support the delivery of a high-quality ICT support service.

They will:

- Oversee the asset management system for ICT resources, including maintaining an accurate inventory of equipment.
- Ensure accurate records are kept related to the purchase or loan of ICT resources, including records related to warranties.
- Plan, implement and record changes to hardware and software resources as required.
- Contribute to procurement processes for ICT resources, ensuring these achieve value for money.
- Oversee the maintenance of ICT resources, including ensuring appropriate disposal of ICT assets when necessary.
- Support the TNM to ensure health and safety issues related to ICT are appropriately managed, including doing risk assessments and ensuring regular electrical testing.
- Oversee the operation of all the trust's IT systems, including user permissions, training and support.
- Supporting controlled access to the trust's ICT network, creating user accounts, and ensuring appropriate access rights in line with the trust's policies
- Support the TNM in ensuring the security of the trust's ICT systems, including ensuring appropriate anti-virus and encryption measures are in place.
- Work with the trust's data protection officer and TNM to ensure that the trust's ICT systems reflect appropriate data protection measures and good practice.
- Manage relationships with the trust's external suppliers and contractors.

- Oversee a system for responding to support requests in schools that records ICT casework information and enables the analysis and reporting on support requests to support continued improvement.
- Provide support to ensure the Trust’s website and the school websites function effectively and securely.
- To provide operational support when required for trust and school events which fall outside of usual working hours.
- To provide operational support when required in our schools to cover for annual leave or sickness.

Additional expectations

- Experience of supporting Microsoft Windows (desktop and server), Papercut and supporting managed mobile devices.
- To establish and maintain positive, professional relationships with students, staff, and parents in our trust schools.
- To engage purposefully in own line management meetings with the TNM, developing a professional relationship underpinned by high support and high challenge.
- To work across any of the Trusts schools, as required and directed by the TNM or other Trust Leaders.
- To become a role model for relational practice at every opportunity, in meetings and communications, with governors, trustees and external partners, modelling the strong, inclusive ethos of our trust.
- To participate fully in professional learning and own appraisal meetings, proactively identifying own development needs.
- To participate in the Personal Development curriculum for students in our schools, leading and supporting events as required.
- At the discretion of the Chief Executive Officer, to undertake other activities from time to time agreed to be consistent with the nature of the role.

Notes:

The duties and responsibilities listed above are indicative activities the Trust IT Operations Manager will perform and are not intended to be an exhaustive list. The postholder will be expected to take on additional duties and responsibilities appropriate to the role as they arise.

This job description is subject to annual review and/or change at other times in response to identified needs.

Chief Executive Officer signature: _____

Date: _____

Trust IT Operations Manager's signature: _____

Date: _____