



the  
**LatimerArts**  
College

# **IT SERVICES MANAGER**

**JOB DESCRIPTION  
AND  
PERSON SPECIFICATION**



## The Latimer Arts College

### Job Description

Role:	IT Services Manager	Postholder:	
Scale:	GRADE J, Point 27 – 31 £31,346 - £34,728	Hours:	37 hours per week 52 weeks per annum
Line Manager:	Principal	Direct Reports:	Senior IT Technician IT Technician
Date	September 2021	Reviewed:	Annually

### General Responsibilities

- In liaison with the Principal, to lead on the strategic vision for IT systems and services across the College so that the services provided reflect the rapidly changing environment;
- To lead on ensuring that the College is provided with a professional, customer focused, well-maintained and functional IT system that supports the learning and teaching and daily operational management of the College.

### Specific Responsibilities

To understand and be fully committed to the duties and responsibilities in relation to child protection and safeguarding young people.

#### **To maintain high standards of Health and Safety by:**

- Ensuring that the established health and safety procedures for the work of IT Services are up to date and implemented;
- Being aware of safeguarding issues for students relating to the use of IT equipment and software applications, ensuring that the College has robust procedures in place.

#### **To lead on the Strategic Planning of the College's IT Network by:**

- Developing and implementing a strategic plan for IT Network improvements and the renewal of equipment and other IT resources in line with the College's annual capital budgeting;
- Having an awareness of changes and latest innovations in IT within education in order to act as a source of knowledge and advice to the governors and Senior Leadership Team on the upgrading of IT systems and resources so that the strategic plan is kept up to date and relevant;
- Managing budgets allocated to IT Services, ensuring that best value for money is always procured and seeking ways to find efficiency savings;
- Overseeing project management to ensure that improvement actions are delivered on time and to the highest quality.

#### **To lead on Network Management and Data Security by:**

- Providing effective network management and data security measures, ensuring network system backups, upgrades and technical support are maintained and the installation and maintenance of up to date security software is in place;

- Contributing to the College's Business Continuity planning in relation to the IT Network;
- Monitoring the usage of resources and suitability of materials accessed and held on computers ensuring that staff and student access to all systems is regulated according to agreed policies;
- Maintaining an accurate record of software licences and ensure compliance with the Data Protection Act;
- Understanding the requirements of the General Data Protection Regulation (GDPR) and acting as advisor to the Senior Leadership Team;
- Responding to work out of hours to resolve critical systems failures or risks to security.

**To lead on the Efficient Management of Hardware and Software Resources by:**

- Ensuring that the College's policies to control the proper use of equipment and resources by staff and students are relevant and up to date so that they are treated with due care and used to maximum potential;
- Maintaining an accurate inventory of software and hardware through carrying out routine audits and identifying where replacement equipment is needed;
- Ensuring the effective functioning of the College's IT systems by managing the supply, installation, maintenance, testing and repair of IT hardware, information systems and software and the annual cycle of 'roll up' for the new academic year;
- Liaising with relevant staff to determine IT requirements, managing the ordering and distribution of consumables, purchasing software and hardware and allocating resources made available for IT with maximum efficiency to meet the objectives of the strategic plan;
- Managing the College's website ensuring that it remains relevant in its design and functionality and is maintained with accurate and up to date content;
- Managing and maintaining the College's CCTV system, ensuring that it remains in working order;
- Managing and maintaining the College's telephony system, ensuring that it remains in working order;
- Overseeing general housekeeping to include setting up and archiving of system user accounts, redundant files and the sharing of drives and files.

**To deliver High Quality Service Levels by:**

- Ensuring that the IT Services Team is deployed across the College, managing variations required throughout the year, to ensure staff and students are supported and helpdesk requests are dealt with quickly, efficiently and resolved properly;
- Ensuring a professional, customer focused service is delivered by the IT Service Team, through the College's appraisal system, in order to ensure that a high quality, efficient service is delivered.

**Other**

- When required, to write macros using Visual Basic Scripting in order to improve the efficiency of systems and procedures that the College needs to implement;
- To share knowledge of IT systems and procedures with staff and students, where relevant, in order to enhance the curriculum;
- To undertake any additional duties as deemed reasonable by the Principal.

***The above information is not an exhaustive list of tasks that the post-holder will be required to carry out and is subject to change, but it does outline the main duties.***



## Person Specification: IT Services Manager

### SELECTION CRITERIA (no priority order)

Qualifications	Essential	Desirable	Method of Assessment
Degree or equivalent in Computer Science, networking or equivalent	X		Application form / Verified at interview
Relevant professional qualifications: Microsoft or Cisco certified	X		Application form / Verified at interview
High standard of written and verbal communication	X		Application form / Interview

Working with Children and Young People	Essential	Desirable	Method of Assessment
Ability to form and maintain appropriate relationships and personal boundaries with children and young people	X		Reference / Interview
Knowledge and experience of the requirements of safeguarding within schools, including Child Protection		X	Application form / Interview

Knowledge and Experience	Essential	Desirable	Method of Assessment
Experience of Microsoft Windows and Server products, Linux, Active Directory, Hyper-V, Failover clustering, Microsoft 365, Microsoft Office 2013/2016, SQL, IIS, Enterprise Networking including wireless, Android, iOS	X		Application form / Interview
Ability to write Visual Basic Scripting	X		Application form / Interview
Knowledge of school management information systems (e.g. SIMs or Capita)		X	Application form / Interview
Strong track record of maintaining a large network within a school environment, or similar	X		Application form / Interview
Proven track record of successful project and change management	X		Application form / Interview
Proven track record of successful working at middle or senior level	X		Application form / Interview
Up to date knowledge of the General Data Protection Regulations (GDPR) and the Data Protection Act	X		Application form / Interview
Experience of managing a professional support team, including the measurement and management of customer service levels	X		Application form / Interview
Experience of working effectively in collaboration with external partners	X		Application form / Interview
Experience of managing a significant budget and achieving best value for money		X	Application form / Interview
Experience of delivering group and individual training on a range of software and hardware		X	Application form / Interview

<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>	<b>Method of Assessment</b>
Ability to think strategically and analyse options	X		Application form / Interview
Ability to work under pressure and deliver on outcomes	X		Application form / Interview
Excellent organisation, prioritisation and time management skills	X		Application form / Interview
Strong interpersonal skills with the ability to communicate effectively with a variety of stakeholders including users, leadership teams and suppliers	X		Application form / Interview
Ability to negotiate, influence and problem solve	X		Application form / Interview
Good sense of humour and the ability to take things in your stride!	X		Application form / Interview
Evidence of commitment to professional development	X		Application form / Interview

<b>Personal Qualities</b>	<b>Essential</b>	<b>Desirable</b>	<b>Method of Assessment</b>
Ability to work as part of a team	X		Application form / Interview
Evidence of resilience when working effectively under pressure and to manage the unexpected!	X		Application form / Interview
Passionate in the delivery of excellent customer service	X		Application form / Interview
A clear ability to work under own initiative and to take decisions	X		Application form / Interview
Ability to explain complex technical information to the IT users (staff and students), pitched at the right level to help resolve user problems or problems with network/systems and give IT users confidence in working with IT equipment		X	Application form / Interview

<b>Additional Requirements</b>	<b>Essential</b>	<b>Desirable</b>	<b>Method of Assessment</b>
Willingness to contribute to the wider aspects of college life		X	Application form / Interview