Holy Family Catholic School and Sixth Form

Job Description: **ICT Operations Lead**

Responsible to: **School Business Director**

Salary: **(Pts 23 – 28)**

Hours: **36 per week, 52 weeks per year**

Responsible for   **Onsite Technicians x 1**

Overview

This role encompasses three key responsibilities. Firstly, to lead the planning and management of IT infrastructure across the school, working closely with the external support provider and School Business Director to advise the Senior Leadership Team on future developments, innovation, and procurement. Secondly, to provide responsive support to staff and pupils, ensuring ICT issues are efficiently addressed and resolved. Finally, the role involves overseeing the support technician, offering guidance, training, and ongoing support as needed.

Job Description

- Lead the management, operation, and development of the school's ICT infrastructure, including HP servers and switches, Windows and Mac workstations, portable devices, software, peripherals, and networks, in collaboration with an external IT support provider.
- Act as the primary point of contact between the school and the external IT support provider, ensuring effective communication and timely issue resolution.
- Provide high-quality ICT support and guidance to staff and pupils to enable the effective use of technology and software.
- Work with the school leadership team on ICT strategic planning, ensuring ICT services support curriculum, administrative, and operational needs.
- Monitor network and infrastructure performance, identifying issues, risks, and improvement opportunities, and report as required.
- Keep abreast of emerging ICT technologies and present recommendations to senior leadership to support innovation and continuous improvement.
- Plan and project manage major ICT developments, including the installation, configuration, and deployment of new equipment and systems.
- Maintain oversight of the school's ICT capabilities, contributing to forward-thinking management and future-proofing of ICT services.
- Troubleshoot hardware, software, and network issues, liaising with the IT support provider to resolve technical problems.
- Maintain and update the ICT Asset Register, including tagging, audits, and the preparation of annual stocktake reports for Governors.
- Provide advice and support on ICT procurement and lifecycle replacement of core systems and equipment.
- Manage school network support for the MIS and other key software, including software installation, upgrades, configuration, and technical support for key users.
- Work with the school's publicity officer to support the development, security, and ongoing maintenance of the school website.

Monitoring and Evaluation

- Liaise with appropriate staff to order equipment and software, deal with suppliers regarding ICT related business, including supporting the SBD with the tendering process for ICT related products; and to manage the central ICT equipment budget economically.
- Monitor and report on any upgrades carried out to the network and advise on any proposed developments.
- To lead the IT support technician and provide reports on any preventative maintenance work carried out to the Senior Leadership Team.
- Be the main point of contact between the IT support team and the school and to log and sign off any service desk requests.

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- To manage the Office 365 system and provide regular updates on system status.
- To oversee support to staff with all Office 365 related issues, including training and individual support.
- Attend any available training to ensure awareness and competency in the latest technological developments and cascade to the IT support team.
- Liaise with the Reprographics Officer to ensure they maintain effective and efficient reprographics and print copy solutions to support the work of the School and maintain awareness of copyright legislation.
- Sustain IT support & service to school to partner Primary school next door.
- To ensure all ICT working practices adhere to the Ethos of the school, online safety policies and Health and Safety requirements.

Line Management
- Line manage and take responsibility for the work of the one ICT technician to ensure they carry out their duties effectively and receive adequate support, guidance and training in order to provide a high-quality ICT support service.
- To carry out performance management, provide training and ongoing support and manage sickness and leave.

General
- To oversee the team responsible for recording and transferring learning materials to other media formats, including the processing of audio and video computer files, subject to legal and organisational limitations.
- Carry out any other duties in line with the level of responsibility of the post.
- In discharging the duties of the post to have due regard to the provisions of the Health & Safety at Work legislation. Including oversee DSE assessments carried out by IT Technician.
- Oversee engineers responsible for the management of the mobile devices in the school (iPads, iPods and handheld devices).
- Present the school in a positive manner at all times.
- In dealing with members of the school's community to be mindful, at all times, of the school's and the Council's Equal Opportunities policies.
- Work with others by building good links with partner schools particularly primary school next door.
- Provide support to School Business Director with GDPR related matters and meeting compliance.

This job description is not exclusive or exhaustive. Whilst every effort has been made to explain the main duties, tasks and responsibilities for the post, each individual task undertaken has not been identified. The post holder may be required to undertake duties, which are broadly in line with the above responsibilities

The post holder will also be expected to undertake any other tasks as reasonably required by the Headteacher and Business Director to ensure the efficient and effective operation of school

Postholder's signature_____   Date_____

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Person Specification   ICT Operations Lead

		Essential	Desirable
Qualifications and Professional Development			
	A.	Evidence of continuing professional development to update your skills.	Working knowledge of Secondary school related ICT systems & services
	B.	Excellent ICT skills. A good standard of literacy and numeracy.	Specialist training in networking and use of specific hardware platforms.
	C. D.	Relevant industry certifications such as Microsoft (role-based), Cisco (CCNA), CompTIA Network+, and ITIL, or equivalent demonstrable experience.	Higher education qualifications relevant to the field or Bachelor's Degree
Previous Experience			
	A. B.	Experience of successfully supporting ICT network/s, hardware and software functions in order to support the day-to-day operation of an establishment/company.	Experience of working in a school environment
	C. D.	Experience supporting/troubleshooting a variety of Microsoft Technologies including Active Directory/Group Policy, DNS, DHCP, Microsoft NPS, Windows 10, Windows 11, Microsoft Server 2022 operating systems, Remote Access Servers and Gateways, VPN tunnels.	Experience managing a VMWare environment including upgrading hosts to latest OS and Migration across hypervisor platforms.
	E. F.	Experience of supporting/configuring cloud/office 365 technologies such as Microsoft Teams and SharePoint	Experience setting up Azure cloud compute or AWS infrastructure
	G. H.	Experience of managing change and implementing new systems/procedures/controls.	Experience of working in a school or similar establishment and of using a range of IT and new technologies to support the highest quality learning
	I. J.	Experience of designing, implementing and testing robust backup strategies.	Working knowledge of schools information management systems (ideally SIMs)
	K. L.	Experience configuring/troubleshooting networking equipment such as switches, Wi-Fi, Firewalls, access points and controllers	Mitel telephony experience

Knowledge, Skills and Attributes			
	A. B.	Technical understanding of network topology and operation and the ability to set up a windows based network	Experience of planning, designing and procuring IT for a medium to large sized network
	C. D.	Excellent computer skills – knowledge of the operation of all versions of Office including Office 365	Powershell knowledge

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E.	Ability to work under pressure and deal with conflicting demands	Managing school CCTV system
F.	Excellent problem-solving skills	Paxton, Inventry, Google, LGFL, Office365 & Exchange Server
G.	Ability to action plan and evaluate the impact of change	Experience of gathering and responding to end-user feedback.
H.	Approachable and friendly with excellent interpersonal skills	Successful experience of leading team and line managing staff
I.	Excellent organisational skills and the ability to work independently with minimum supervision	
J.	A willingness to be adaptable and work flexibly in accordance with the needs of the service	Sense of humour, drive and enthusiasm
K.	Ability to keep up to date with the latest technologies relevant to the working environment	
L.	Integrity and the ability to maintain confidentiality of information	