

HEAD OF ICT SERVICES JOB DESCRIPTION

Job purpose

The Head of ICT Services is responsible for:

- Working with her/his line manager and the senior leadership team to develop and maintain high quality ICT networks and systems, which are regularly reviewed to ensure that the school's needs are met.
- All aspects of hardware and software including installation, operation, upgrades, repair and replacement.
- Securely maintaining information held on the school's database system/s including archive files and historical data.
- Providing technical advice, training and assistance in ICT related matters to staff and students.
- The line management of all ICT technicians, members of the data team and any other staff falling under her/his remit including their induction, training and appraisal.
- Ensuring that health and safety requirements and other relevant regulations are in place and adhered to.
- Supporting and encouraging the school's ethos and its objectives, policies and procedures.

Duties and responsibilities

Main duties and responsibilities are indicated below. Other duties of an appropriate level and nature may also be required, as directed by the headteacher and her/his line manager. Please note that the post holder may be required to work outside of normal working hours.

Job specification

Operational

- S/he shall establish and maintain good relationships with all students, colleagues and other professionals.
- S/he shall organise and monitor the workloads of ICT technicians, members of the data team and any other staff falling under this post holder's remit to meet departmental needs including cover for absences, delegating tasks appropriately.
- S/he shall manage and assist in the operation of the Trust's information and communication networks, undertaking appropriate repairs as necessary.
- S/he shall manage the effective development of the Trust's information and communications networks in liaison with her/his line manager and the senior leadership team (SLT).
- S/he shall advise and assist her/his line manager and the SLT on hardware and software issues within the schools including any ICT developments, relevant bids and identification of suppliers.

- S/he shall regularly monitor and review the performance of suppliers against contracts and service level agreements, reporting issues to her/his line manager.
- S/he shall assist administrative staff with hardware and software operations as required by her/his line manager.
- S/he shall ensure that staff and students have a satisfactory, robust, reliable and secure ICT environment, including back-up schemes for the curriculum and administration ICT environments.
- S/he shall organise and manage the installation and configuration of hardware and software as required including new releases, testing and training for staff and students.
- S/he shall oversee the operations of the data team.
- S/he shall monitor the performance of hardware, software and networks and report as required.
- S/he shall identify problems and ensure their prompt resolution, advising her/his line manager of issues, potential improvements and projected developments.
- S/he shall manage the maintenance of a log of problems experienced, changes and their resolutions.
- S/he shall maintain and update plans and drawings of locations of equipment, switches, cabling etc.
- S/he shall co-ordinate the provision of live operational scheduling and monitoring as required, including integrity checking for archive/back-up data, data export for networks and other regular housekeeping and maintenance procedures.
- S/he shall ensure security of work on the network by maintaining a regular programme of backing-up including taped back-ups and mirrored hard drives, setting and monitoring access levels of all users, and ensuring that anti-virus software, systems and procedures are in place.
- S/he shall co-ordinate the safe receipt and storage of hardware, software and consumables including any necessary unpacking and installation.
- S/he shall manage and maintain accurate and up to date inventories and records of all ICT hardware and software on site including signing resources out/in to staff, for example, laptops and digital projectors.
- S/he shall manage the checking and re-fitting of toner and cartridges and the carrying out of periodic printer maintenance within the schools such as head cleaning and alignment.
- S/he shall ensure that appropriate records and filing systems are maintained and that these are checked on a regular basis.
- S/he shall manage stock including ordering, returns, liaising/negotiating with suppliers.
- S/he shall manage, in liaison with line manager and SLT, the project planning of ICT developments by establishing required development/resourcing plans as required.

- S/he shall monitor and manage the use of the internet within the schools.
- S/he shall manage staff and student accounts and where necessary add new members of the school community and organise the archiving of user materials from school leavers before removal of their user accounts.
- S/he shall support the delivery of INSET programmes for staff and assemblies as required.
- S/he shall contribute and participate in staff working groups as required.
- S/he shall establish in liaison with her/his line manager contingency plans in case of emergencies including power cuts, system faults and equipment damage.

Personnel

- S/he shall identify training needs of ICT technicians and any other staff falling under her/his remit and organising appropriate development opportunities in liaison with her/his line manager.
- S/he shall complete appraisals for ICT technicians and any other staff falling under her/his remit, including the setting of appropriate targets.
- S/he shall maintain attendance and training records for ICT technicians and any other staff falling under her/his remit.
- S/he shall be involved in the recruitment of ICT technicians and any other staff falling under her/his remit when required.

Administrative

- S/he shall undertake and ensure that all administrative duties, checks, documentation, reports and returns (internal and external) are completed accurately and submitted within required deadlines.
- S/he shall collate information, statistics and prepare reports as required by her/his line manager, the head teacher and the governing board.
- S/he shall undertake responsibility for all necessary administration relating to areas within her/his remit.
- S/he shall process, input, extract and analyse information from schools' database system/s as required.
- S/he shall ensure compliance with data protection regulations.
- S/he shall deal with correspondence promptly and as required.
- S/he shall manage stocktakes of all resources and equipment and ensure inventories are kept up to date.

General

- S/he shall oversee IT aspect of parents' evenings, open days, school events and meetings as required.

- S/he shall ensure that financial procedures such as placing purchase orders and authorising invoices for payment are carried out as required.
- S/he shall be responsible for the effective management of budgets within her/his remit and negotiate best value rates with contractors and suppliers.
- S/he shall attend relevant meetings and training sessions as required.
- S/he shall arrange and provide training sessions for staff to ensure that they are aware of associated procedures and regulations.
- S/he shall keep abreast of developments, current initiatives and changes in her/his field and communicate to staff as appropriate.
- S/he shall support the head teacher and her/his line manager in advising the governing board and its committees as appropriate.
- S/he shall implement, in conjunction with appropriate staff and members of the SLT, all health and safety procedures and requirements.
- S/he shall seek, consider, and act upon professional support and advice as required and in liaison with her/his line manager.
- S/he shall arrange ICT provision for schools and public examinations and tests as required.
- S/he shall undertake such additional duties as directed by their line manager.