**ICT School Leader – Additional Information**

**Outline and of Key Accountabilities and Ownership Areas**

- Take responsibility for the effective line management and deployment of the Support Engineers, including effective induction, regular one-to-ones and performance management.

- To lead by example and motivate, coach and mentor team members.

- Manage team member requests for time off and unplanned absences as per THPT policies, ensuring sufficient resources for service delivery.

- To analyse problems and implement practical solutions by demonstrating innovation and a 'can do' attitude amongst the ICT support Team. Be pro-active in anticipating problems and to take actions to prevent them arising. Where this is not possible, minimise their effect and impact.

- Be responsible for delivering all routine ICT maintenance tasks, ensuring the ICT learning environment is well organised and maintained.

- To maintain and update the Support Team Detailed Design. To actively ensure that the tasks within the Support Team Detailed Design are worked on in a timely manner.

- Co-ordinate the installation of all equipment across the partnership liaising with the Partnership ICT Infrastructure Team Leader, Operations Manager, premises team and external contractors over cabling, benching and ICT related infra-structure.

- Be aware of the need for a safe working environment for staff and students; ensure Health and Safety procedures are followed; have consideration for Health and Safety in all areas of responsibility.

- Oversee the ordering of all ICT related consumables, maintain stock levels Raise purchase orders and sign off requests within designated limits.

- Ensure best value and sustainable procurement for ICT purchases within designated budgets, liaise with external suppliers and contactors regarding quotations and orders

- In conjunction with other team members, monitor ICT service contracts and liaise with suppliers on their renewals.

- Provide data on internet use, equipment uses, application use, printer credits/usage when requested.

- Maintain equipment serial numbers and other related data for warranty, inventory, audit and insurance purposes.

- Create and maintain procedures, user guides and other documentation, ensure team members do same.

- To ensure Key Performance Indicators are being met on the ICT Helpdesk.

- Ensure good communications within the ICT Services Team

- To visit sites on scheduled and frequent basis.

- To support ICT Operations Manager with Principal meetings and scheduling forthcoming actions from those meetings.

- To work in collaboration with other ICT Service Support Leaders, to deliver an ICT Service as one ICT Team

- Work with Heads of Department to ensure the ICT learning environment is well organised and maintained.

- To be responsible for building good relations between Staff and ICT Support.

- Be pro-active in anticipating problems and to take actions to prevent them arising. Where this is not possible, minimise their effect and impact.

- Oversee the installation and configuration of all software.

- Ensure departmental policies, processes and procedures are followed by self and team.

- Support aims and ethos of THPT, setting a good example in terms of dress, behaviour, punctuality and attendance.

- Maintain confidentiality in and outside of the workplace with particular regard to data on the School's computer systems

- Be pro-active in matters relating to health & safety.

- Assist on department projects and input at the required level as necessary.