



JOB TITLE:	MAT IT Services Deputy Manager
RESPONSIBLE TO:	MAT IT Services Manager
GRADE:	Pay Scale H (point 23-25)
HOURS:	37 hours per week. Permanent 52 week contract.
RESPONSIBLE FOR:	To assist the MAT IT Services Manager in the effective development, operation and security of the Multi Academy Trust's IT services and infrastructure as well as the services and infrastructures of the individual schools.

1 PURPOSE AND SCOPE

- 1.1 Working with the MAT IT Services Manager and senior colleagues to implement the MAT's IT strategy and service provision.
- 1.2 Working with the MAT IT Services Manager to manage all aspects of IT technical support across the Academy Trust including working with staff and pupils to deliver support to individual schools as required.
- 1.3 Be capable of operating without the supervision of the MAT IT Services Manager and to deputise for them when they are not available.
- 1.4 To mentor other members of the MAT IT Services Team.

2 ORGANISATIONAL RELATIONSHIPS

- 2.1 Responsible to the MAT IT Services Manager.
- 2.2 Responsible for day-to-day management of IT Services team under guidance of MAT IT Services Manager.

3 MAIN DUTIES AND RESPONSIBILITIES

IT Strategy

- 3.1 Assist the MAT IT Services Manager to implement school policies and procedures for the use of IT within the Academy Trust.
- 3.2 Be a member of the Academy Trust IT Steering Group and any such groups for individual schools.
- 3.3 In consultation with the MAT IT Services Manager, design and submit proposals for changes to the Academy Trust's IT services, infrastructure and supporting equipment, liaising with consultants on the specifications of these as appropriate.

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IT Infrastructure and Equipment

- 3.4 In consultation with the MAT IT Services Manager, be responsible for the effective operation and management of the IT services and networks of the Academy Trust.
- 3.5 In consultation with the MAT IT Services Manager, be responsible for effective server and network management across all schools in the Academy Trust.
- 3.6 In consultation with the MAT IT Services Manager, be responsible for creating and managing all user accounts for the various networks and services, ensuring correct access rights and auditing these regularly as required.
- 3.7 Advise Trust staff on the likely compatibility of new software / hardware.
- 3.8 Install software / hardware as required and maintain a record of all installations carried out.
- 3.9 Maintain an up to date database of IT licences ensuring the Trust is meeting its legal obligations.
- 3.10 Maintain up to date asset records for all Trust IT equipment.
- 3.11 To ensure safe, appropriate and legal disposal of redundant or obsolete equipment, including storage media.

System and Information Security

- 3.12 Responsible for ensuring robust system and data back-up procedures are in place and are tested regularly.
- 3.13 Responsible for the integrity and security of all Academy Trust IT systems.
- 3.14 Oversee regular monitoring of the use of the network, the internet, online resources, remote access, email and other Academy Trust IT resources in order that any misuse or attempted misuse can be reported as appropriate (in line with Academy Trust policy).
- 3.15 Responsible for ensuring access rights across all systems are appropriate and meet any legal obligations that the Academy Trust may have.
- 3.16 Ensure IT systems adhere to the GDPR, other data regulations and guidance from the Information Commissioner.

Support and Training

- 3.17 Be a source of expertise in relation to developments in the field of IT and legislation.
- 3.18 Maintain a comprehensive database of all support requests and effectively prioritise according to need.
- 3.19 Provide technical support to staff and pupils at all schools as required.
- 3.20 Support all staff in relation to the technical aspect of IT hardware, software and services.
- 3.21 Support and mentor other members of the MAT IT Services Team.

Finance and Procurement

- 3.22 In liaison with MAT IT Services Manager, ensure purchasing of IT equipment, software, and services within the team and for other departments is running smoothly.
- 3.23 Liaise with senior colleagues and external contractors to provide costed proposals for submission to the Academy Trust Heads and/or Directors with regard to the procurement of IT equipment and infrastructure upgrades.
- 3.24 Contribute to replacement lifecycle plans for all Trust IT equipment.

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4 GENERAL DUTIES

- 4.1 Be aware of and comply with policies and procedures relating to child protection, equal opportunities, health and safety and security, confidentiality, and data protection, reporting all concerns to an appropriate person.
- 4.2 Carry out their duties with the due regard to the Trust's policies on equal opportunities, health and safety and quality assurance.
- 4.3 Keeping abreast of any technology advancement or upgrade.
- 4.4 Participate in training and other learning activities as required and to participate in appraisal and professional development.
- 4.5 Commitment to the Christian Ethos of the MAT
- 4.6 To attend and assist at whole school events supporting the catholic ethos of the Trust (sponsored walk, cathedral visits for example)
- 4.7 To act as an appropriate role model for students at the Trust.
- 4.8 Share expertise and skills with other
- 4.9 Undertakes other similar duties and activities that fall within the grade and role any other duties as may be reasonably required by the Director of Finance and Operations and/or Head teachers.

Special Conditions of Service:

Because of the nature of the post, candidates are not entitled to withhold information regarding convictions by virtue of the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975 as amended.

Candidates are required to give details of any convictions on their application form and are expected to disclose such information at the appointment interview.

This job description will be kept under review and may be amended from time to time, following consultation with the post holder, to reflect changing needs of the school

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PERSON SPECIFICATION

Experience	<p>At least 4 years of general IT / technology work experience.</p> <p>Practical experience in supporting network operating systems, equipment, cabling and infrastructure products.</p> <p>Proven technical background in desktop computers and peripherals</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p>
Qualifications and Training	<p>Degree or equivalent professional qualification (computer science or related subject would be preferable but not essential)</p> <p>or</p> <p>Relevant work experience indicating a graduate level of ability</p> <p>Full driving licence</p> <p>Commitment to safeguarding and promoting the welfare of children and young people and expects all</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>
Knowledge and Skills	<p>Excellent analytical and problem solving skills</p> <p>Proven organisational and administration skills</p> <p>Extensive knowledge and skills of IT support</p> <p>Good knowledge of Microsoft Technologies as well as WANs and internet topologies</p> <p>Ability to undertake varied duties</p> <p>An ability to work with others collaboratively in meeting organisational goals</p> <p>Good communication skills with people (including students) at all levels</p> <p>An ability to train and support other staff to find new and better ways of working and using IT</p> <p>Willingness and keenness to develop & progress own skills and performance and that of others in the team</p> <p>Good computer literacy skills (including knowledge of networking and desktop computing)</p> <p>Understanding of a school environment</p> <p>Understanding of health and safety legislation relating to IT equipment</p>	<p>Essential</p> <p>Desirable</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Essential</p>

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<p>Personal Qualities</p>	<p>Able to work calmly under pressure; Ability to critically evaluate own performance and make any necessary changes to be more effective Commitment to the Christian Ethos of the Trust Enthusiasm Honest, reliable, loyal Attention to detail A positive approach to colleagues The ability to communicate confidently and effectively and to provide accurate advice is essential for the role.</p>	<p>Essential Essential Essential Essential Essential Essential Essential</p>
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