SPENCER
ACADEMIES TRUST

Job Description

Post Title:	Technology Support Manager
Location:	Arnold Hill Spencer Academy
Salary/Pay Range:	NJC22 – NJC26
Hours of work:	37 hours per week, 52 weeks per year (additional hours may be required to meet the requirements of the role)
Reporting to:	Head of Service Delivery

Purpose of Role

The Technology Support Manager is responsible for leading and delivering IT services within the academy, ensuring a responsive, reliable, and high-quality service for staff and students.

Working as part of the Trust IT Services team, the role provides operational leadership for academy-based IT support, managing Technology Support Technicians and ensuring services are delivered in line with Trust standards.

The post holder will oversee day-to-day service delivery within the academy, act as the primary escalation point for complex issues, and contribute to Trust-wide planning and improvement, including input into budgeting and procurement decisions.

Nature and Scope

The Technology Support Manager reports to the Head of Service Delivery and is responsible for the delivery of IT services within the academy.

The role leads and manages academy-based IT support staff, ensuring effective day-to-day service delivery and alignment with Trust processes, systems, and standards.

Operating within a matrix working environment, the role works closely with central IT Services teams and other academies as required, including infrastructure and service delivery functions, to ensure consistency and effective escalation.

The role acts as the key IT contact within the academy, supporting leadership teams while ensuring alignment with Trust-wide priorities and service expectations.

While the role is primarily based at a single academy, the post holder may be required to work across other academies within the Trust as required to support service delivery.

SPENCER
ACADEMIES TRUST

Main Duties and Responsibilities:

General Delivery

- Lead and coordinate day-to-day IT support within the academy, taking ownership of service delivery and performance.
- Act as the primary escalation point for complex or high-impact incidents, ensuring effective resolution and communication.
- Work closely with central IT Services teams to escalate, coordinate, and resolve complex or high-impact incidents, ensuring effective communication and timely resolution.
- Ensure incidents, requests, and service issues are managed in line with agreed processes and priorities.
- Oversee the setup, configuration, and maintenance of user devices, systems, and services in line with Trust standards.
- Ensure systems and services are reliable, secure, and aligned to Trust expectations.
- Support onboarding of new staff, students, and devices into Trust systems.
- Maintain accurate records of assets, configurations, and support activity.
- Ensure service continuity within the academy during periods of high demand or staff absence.
- Support the ordering and tracking of IT equipment and services in line with Trust processes and approval procedures.
- Build strong working relationships with academy staff and provide clear, user-focused support and guidance.
- Maintain up-to-date knowledge of Trust systems, tools, and processes.
- Comply with all Trust policies, including safeguarding, data protection, health and safety, and acceptable use.
- Undertake other duties appropriate to the level and responsibilities of the role.

Strategic

- Contribute to the development and continuous improvement of IT services within the academy, aligning with Trust priorities and standards.
- Work with central IT Services teams to support the implementation of Trust-wide systems, services, and initiatives.
- Identify recurring issues, service risks, and improvement opportunities, supporting continuous improvement and standardisation.
- Contribute to the development of IT budgets, providing input on academy requirements, priorities, and future needs.
- Support procurement processes by identifying requirements and contributing to purchasing decisions in line with Trust processes and value for money principles.

Systems and Information Security

- Ensure IT systems within the academy are secure, reliable, and compliant with Trust policies and data protection requirements.
- Ensure appropriate processes are followed for user access, device management, and system usage.
- Identify and escalate risks relating to system security, safeguarding, or data handling.
- Promote good practice in system use, access control, and data protection.

SPENCER
ACADEMIES TRUST

Research and Planning

- Support the rollout of new systems, devices, and services within the academy.
- Contribute to testing and implementation activities, ensuring minimal disruption to users.
- Identify opportunities to improve service delivery and user experience within the academy.

Management

- Line manage Technology Support Technicians, ensuring high standards of performance and service delivery.
- Provide support, coaching, and development for team members.
- Allocate workload and priorities to ensure effective service delivery across the academy.
- Monitor performance and address service issues or gaps as required.
- Work closely with the Head of Service Delivery to support operational delivery and reduce escalation pressures.

These above-mentioned duties are neither exclusive nor exhaustive, the post- holder maybe required to carry out other duties as required by the Trust.

Spencer Academies Trust is committed to safeguarding and promoting the welfare of all our children and young people. Therefore, we expect everyone to share this commitment. All appointments are subject to satisfactory pre- employment checks, including a satisfactory Enhanced criminal records with Barred List Check through the Disclosure and Barring Service (DBS) and the completion of Level 2 Safeguarding training. It is an offence to apply for the role if an applicant is barred from engaging in regulated activity relevant to children (where the role involves this type of regulated activity).

The Trust and its member academies are committed to promoting equality and diversity in both employment and education provision. We aim to ensure that students, parents, governors, employees, contractors, partners, clients and other stakeholders within the Trust community are treated fairly, and with dignity and respect regardless of Protected Characteristics.

Spencer Academies Trust is a Disability Confident Committed Employer

Name
Signature
Date

SPENCER ACADEMIES TRUST

Person Specification

	Essential	Desirable
Qualifications and experience		
Relevant IT qualification or equivalent experience	AIR	
Experience delivering IT support in a school or service environment	AIR	
Experience supporting modern endpoint devices and user environments	AIR	
Experience working with Microsoft 365 and cloud-based systems	AIR	
Experience managing or supervising staff or supporting team development	AIR	
Relevant technical certifications (e.g. Microsoft, CompTIA or equivalent)		AIR
Experience working within the education sector		AIR
Experience supporting MIS platforms		AIR
Professional Knowledge and Skills		
Strong understanding of IT support and service delivery processes	AIR	
Good understanding of modern IT environments, including cloud services and device management	AIR	
Ability to manage and prioritise workload across a team	AIR	
Ability to identify service issues and drive improvement	AIR	
Strong stakeholder engagement and communication skills	AIR	
Understanding of safeguarding, data protection, and secure system use	AIR	
Personal Attributes		
Self-motivated and resilient	AIR	
Strong organisational skills	AIR	
Ability to work independently and lead within an academy environment	AIR	
Good communication and customer service skills	AIR	
Ability to build effective working relationships	AIR	
Commitment to maintaining up-to-date technical knowledge	AIR	
Understanding of safeguarding responsibilities	AIR	
Full UK driving licence required	AIR	
Ability to be respectful and promote equality of opportunity and diversity	AIR	
Leadership		
Ability to lead and manage IT support staff, providing clear direction and accountability	AIR	
Ability to support staff development through coaching and mentoring	AIR	
Ability to manage performance and maintain service standards	AIR	
Safeguarding and Equality		
Understanding of responsibilities of the Trust and schools in ensuring compliance with all relevant legislation	I	
Must be able to recognise discrimination in its many forms and willing to put the school's equality policies into practice.	I	
Aware of equal opportunities in relation to this role	I	
Enhanced DBS & Online Check (Satisfactory) & suitable references	I	

Application (A) / Information (I) / Reference (R)