



Job Description – IT Manager

Reports to: Director of IT Strategy, Systems and Delivery

Location: Fareham or Portsmouth with expectation to travel to other local schools within the trust

Contracted Hours: 37 hours per week
Monday – Thursday 08:00-16:00 Friday 08:00-15:30

Core Purpose:

This role is responsible for day-to-day management of IT services, supporting standardisation of systems and practices across the schools to deliver high-quality, value-for-money IT provision.

Main Duties:

Leadership & Management:

- Lead and manage IT service delivery at nominated academies, ensuring alignment with trust objectives
- Act as the primary point of contact between the schools and the Director of IT Strategy, Systems and Delivery, resolving complex IT issues and escalating as needed.

Service Desk & IT Support:

- Provide first line technical support to pupils and staff, including password changes, helpdesk queries, maintenance of school-owned desktops, laptops, and mobile devices
- Manage IT across multiple schools, balancing central consistency with local needs.
- Provide classroom support for staff, such as recording work, assisting with use of equipment.
- To attend and participate in relevant meetings as required.
- Raise maintenance issues with the IT services team and liaise with external suppliers to effect repairs and upgrades

Systems & Security:

- Maintain robust cyber security, data protection, and regulatory compliance (e.g. GDPR, safeguarding-related IT controls).

- Maintenance of records of stock and small equipment not included in the inventory
- Install, upgrade and service client, server and networking equipment during scheduled maintenance windows.

Collaboration & Development:

- Deliver the IT strategy through projects, system rollouts, infrastructure improvements, and service enhancements.

Additional Duties

To carry out any additional responsibilities as may be reasonably required by the CEO within the purview of the post. The above duties are not exhaustive and the post holder may be required to undertake tasks, roles and responsibilities as may be reasonably assigned to them that is not specified in this job description.

Individuals have a responsibility to promote and safeguard the welfare of children and young persons that they are responsible for or come into contact with.

Person Specification

Area	Essential	Desirable
Qualifications/ Training	Degree-level qualification or equivalent IT experience	Microsoft/Google, networking or leadership qualifications
Skills/Experience/ Experience/Abilities	<ul style="list-style-type: none"> • Strong working knowledge of networks, servers, cloud services, and device management • Good understanding of cyber security, GDPR, and risk management • Experience delivering IT projects and system improvements • Ability to communicate technical issues clearly to non-technical users • Ability to prioritise workload across multiple schools and competing demands • Professional, organised, solutions focused, and service driven-focused, and service-driven • Ability to prioritise work and to manage work to meet tight deadlines 	<ul style="list-style-type: none"> • Experience in education, public sector, or MAT environment • Knowledge of MIS systems and backup/DR solutions • Familiarity with DfE cyber guidance and school safeguarding IT controls • Experience leading trust-wide standardisation initiatives • Experience reporting to senior leaders or boards • Experience managing SLAs and service performance metrics

	<ul style="list-style-type: none"> • Adaptability to changing circumstances/new ideas • Ability to deal with confidential and sensitive information with tact and applying data protection and data sensitivity at all times • Willingness to complete training including safeguarding and GDPR training. • Evidence of recent, relevant professional development 	
Key Competencies:	<ul style="list-style-type: none"> • Excellent verbal and written communications skills • Excellent interpersonal and customer service skills • Strong organisational skills • Excellent time management skills with a proven ability to meet deadlines • Proactive and process driven • Strong analytical and problem-solving skills • Motivated and resilient • Welcomes challenges and meets them with enthusiasm • Shows a flexible approach, willing to adapt and respond to priorities • Ability to travel to schools within the Trust 	<ul style="list-style-type: none"> •