AUTHENTIC EDUCATION

JOB DESCRIPTION

POST:

Senior Information Services Manager

RESPONSIBLE TO:

Director of Digital Development

GRADE:

Grade 9 SCP 31-34

PURPOSE:

The postholder is accountable to the Director of Digital Development in all matters relating to this post. All postholders are ultimately responsible to the Chief Executive Officer. The postholder will provide expert-level technical expertise and systems management across the Multi Academy Trust, ensuring the efficient operation, maintenance and enhancement of digital systems, networking infrastructure and MIS applications. This role involves team leadership and project management responsibilities as well as supporting in the resolution of complex technical issues, optimising IT service delivery and supporting the Trust's educational objectives through innovative technology solutions.

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MAIN DUTIES & RESPONSIBILITIES:

The postholder will be responsible for the delivery of a high-quality ICT provision and service support, to provide for the core business of effective teaching and learning at allocated sites. The post holder is accountable and responsible for ensuring that all aspects of the role are undertaken and completed accurately and timeously.

- To stay abreast of industry developments and emerging technologies that can benefit our Trust's schools.
- Evaluate new technologies and systems that can enhance T&L and trust operations.
- Contribute to Trust policies, procedures and standards for the use of ICT, including e-safety, health & safety, asset disposal, receiving and testing ICT equipment, data protection, internet use, email, security and ICT resource management.
- Investigate problems and explore opportunities for service and business improvement.
- Maintain focus on the whole life of service delivery; from designing to developing to delivering and operating. Ensuring that a set of ICT products, suppliers come together to deliver a complete ICT service.
- Budget holder for all ICT Resources at allocated sites.
- Escalate issues impacting on the ICT provision to the Director of Digital Development.

MANAGING OPERATIONS OF THE TRUSTS ICT SYSTEMS

- Responsible for the administration, maintenance and management of the hardware and software systems, licensing, LAN networks, internet access (including filtering), virtualisation infrastructure, workstations and devices, printers, and other ICT infrastructure and systems, ensuring appropriate regimes for planned and preventative maintenance are in place.
- Develop, coordinate and promote the effective functioning of the ICT systems and ensure that these are secure, stable and reliable.
- Develop, communicate and implement a plan for disaster recovery and programme of regular maintenance tasks to minimise the impact on the ICT service of a serious disaster including the schools' backup and virus protection policies.
- Maintain and review contingency plans and implement appropriate security systems to protect hardware, data and confidential information ensuring systems are not vulnerable to attack or compromise and guide on matters such as GDPR.
- Conduct life-cycle management for assets including hardware, software, intellectual property, licences and warranties.
- Manage usage, disposal, compliance, inventory, sustainability, cost optimisation and protection of the asset portfolio.

- Promote organisational commitment to asset control; ensuring changes to assets are recorded and controlled appropriately.

Systems and Security

- Investigate, advise, implement and enforce ICT security protocols to protect sensitive data and systems.
- Ensure the Trusts ICT Systems and infrastructure remain protected and that all preventative measures are taken to protect data used and stored within the Trust.
- Ensure compliance with safeguarding protocols, data protection regulations and Trust policies.

CONTINUOUS EFFICIANCY IMPROVEMENT

- Lead change-management processes to ensure changes are communicated well.
- Manage service-level agreements to ensure that customers are experiencing the best service.
- Monitor key-performance indicators to ensure that staff complete work in a timely and correct manner.
- Maintain documentation on ICT systems and ensuring it is up to date.
- Maintain inventory, stock management and procurement processes to make the best use of physical resources.

SUPPORT AND HELPDESK MANAGEMENT

- Train and mentor members of the ICT support team in the use of ICT systems where necessary.
- Plan, advise and support training programmes to support users (both staff and students).
- Lead training sessions for users on the use of technology in teaching and learning and other educational and support functions as required.
- Ensure that user guides and self-help resources are available for users.
- Ensuring all ICT requests and tasks are logged, completed and processed in accordance with documented workflows.
- Prioritise tasks coming in from users and assigning them to the best staff.
- Ensuring that the assigned technicians have the correct skills and knowledge to complete the task.

LEADERSHIP

- Build and mentor a high-performing ICT team, fostering a culture of collaboration, accountability, and continuous learning

- Design role structures, workflows, and professional development plans that reflect both operational needs and individual strengths
- Lead inclusive recruitment and retention strategies for a diverse, empathetic, and resilient ICT workforce
- Ensure all academies are adequately supported during periods of staff absence, including annual leave, illness, or unexpected leave
- Monitor team wellbeing and capacity to prevent burnout and support sustainable workloads year-round

THIRD PARTY RELATIONSHIPS

- Build relationships and manage third party service providers to ensure a high-quality ICT provision and service.
- Ensure supplier contracts are monitored, managed and maintained, to include regular meetings to review performance.
- Meet with the Principals at allocated schools to identify any areas for improvement and development.
- Meet regularly with the ICT lead at each of the schools to identify any areas for improvement and development.
- Manage customer service functions, including responding to issue reports and information requests in a timely manner to ensure the core business function of teaching and learning is fully supported.

Other Responsibilities

- Travel between academy sites within the Trust is required to provide on-site support and implement ICT solutions.

GENERAL:

- To promote and support Authentic Education's culture of "Courageous, Innovative, Excellent" and encourage staff and pupils to follow this example.
- To promote and safeguard the welfare of children in your care or that you come into contact with in accordance with the Trust Child Protection and Safeguarding Policy.
- To comply with, promote and act in accordance with all Trust and Academy policies.
- To be responsible for complying with data protection legislation and expectations for confidentiality. Any issues or breaches to be reported to the Trust Head of Governance & Compliance at the earliest opportunity.
- To be responsible for complying with health & safety legislation and guidance. Any issues or breaches to be reported to the Trust Estates Director immediately.

- To maintain consistent working relationship with colleagues, supporting them in line with your role and responsibilities.
- To keep colleagues informed about aspects of your work and schedule which may affect the support you can give them.
- To develop your effectiveness by updating your knowledge and skills, seeking and taking account of constructive feedback on your performance, making effective use of the development opportunities made available to you.
- To identify and agree personal development objectives with your line manager.
- To be courteous to colleagues and provide a welcoming environment to visitors.

ADDITIONAL INFORMATION:

Throughout the Trust it is our practice to vary the specific responsibilities in line with the needs of the Trust. This will be carried out in consultation with the postholder.

This is an outline job description only and the postholder will be expected to comply with any reasonable request from a manager to undertake commensurate work of a similar level, or any lesser duties, that are not specified in this Job Description.

The aim of the job description is to indicate the general purpose and level of responsibility of the post.

Please be aware that duties may vary from time to time without changing their character or general level of responsibility.

Duties may be subject to periodic review by the Chief Executive Officer or nominated representative (in consultation with the postholder) to reflect the changing needs of the Trust.

Signed: ..... Date: .....

Postholder

One copy to be retained by member of staff and one kept on the employee's file.

Authentic Education is committed to providing a safe, supportive and stimulating environment for all its pupils following Keeping Children Safe in Education Guidelines. This post is exempt from the Rehabilitation of Offenders Act 1974