



Trust ICT Manager (H9)

Job Description

PURPOSE OF THE POST

Main purpose:

1. To be responsible for leading, design and delivery ICT integrated systems and services for the Trust as well as having a hands-on role in supporting the Trust and its schools.
2. Under the direction of the Chief Executive Officer ("CEO") and Chief Financial Officer ("CFO") of the Trust, formulate the aims and objectives of the St Francis of Assisi Catholic Academy Trust ("the Trust").
3. Develop, implement and maintain the Trust's ICT policy and procedures in consultation with the CEO and CFO.

N.B. The duties listed below are not an exhaustive list of requirements. The specific nature and balance of these responsibilities will vary according to the needs of the Academy and the Trust.

Main duties:

1. Provide, maintain and coordinate technical support for all areas of the Trust's network and ICT resources.
2. Lead and develop a team of ICT Technicians, establish and / or oversee an ICT helpdesk and ensure the team is able to meet the needs of the Trust.
3. Contribute to the design, development and implementation of working practices and procedures that enhance the impact of ICT services in the efficient delivery of management information that supports the learning and teaching within the Trust.
4. Responsible for day-to-day technical oversight and management of ICT, in line with Trust policies and procedures, ensuring the sites can operate ICT related activity in a safe and high-quality environment for learning and community use.

ICT duties:

1. Contribute to the identification, management and implementation of suitable hardware and software solutions.
2. Responsible for the Trust's network management, implementation and maintenance of the network infrastructure.
3. Responsible for the site's server management; maintenance, updates, general upkeep and running of all the physical and virtual servers.
4. Responsible for monitoring and maintenance, including both hardware and software problem resolution.
5. Manage Trust data both onsite and offsite including the management of data backups, security, user disk quotas, organisation of shared drives and folder permissions.
6. Manage user accounts for all main ICT systems and application management including, license management, the creation and roll out of packages, application updates and maintenance of all ICT systems and packages.
7. Ensure ICT safeguarding practices by managing and deploying effective internet filtering systems and promoting and utilising classroom monitoring software.
8. Liaise with third party support organisations to resolve support issues with both hardware and software.
9. Monitor the effectiveness of the ICT provision and implement/advise on improvements as required.
10. Maintain records of problem investigations and resolutions, recording all major changes made to the network.
11. Support and advise staff in the use of ICT facilities provided by the Trust.
12. Keep and maintain appropriate records including asset registers of all ICT equipment.
13. Support the CFO/CEO to ensure ICT facilities meet the teaching and support staff needs.
14. Ensure RPA insurance requirements relating to ICT are met across the Trust.

Other duties:

1. To ensure confidentiality of records and information is maintained.
2. Manage network downtime to allow for network updates and any infrastructure changes.

General Duties:

Whole-Trust organisation, strategy and development:

1. Demonstrate the vision and values of the Trust in everyday work and practice.
2. In conjunction with the CFO be responsible for the specification and management of ICT operational SLA's/contracts, including any leasing arrangements.

Health and Safety:

1. Be aware of and comply with policies and procedures relating to child protection, health and safety, confidentiality, security, data protection; and report all concerns to an appropriate person.
2. Promote the safety and wellbeing of pupils.

Working with colleagues and other relevant professionals:

1. Collaborate and work with colleagues and other relevant professionals within and beyond the Trust.
2. Develop effective professional relationships with colleagues.
3. Oversee, and work with the ICT technicians to manage, develop and update site's systems.
4. To work with and support the CEO/CFO with the introduction of any new software.
5. Responsible for the implementation of security measures to ensure a secure network.
6. Responsible for advice on procurement activity as required, specifying specification and scope of works when installing or purchasing new equipment, ensuring the academy obtains value for money.
7. Support the CEO/CFO with specifications and quotations for tender purposes.
8. To work closely with the CFO/CEO, and other members of the Senior Leadership Team on projects or new developments.

Professional development:

1. Take part in the Trust's appraisal procedures.
2. Take part in further training and development to improve own performance.
3. Keep abreast of technological advances and advise on future adoption if necessary.

Communication:

1. Communicate effectively with Trust Executive, SLT and Head Teachers of each Academy.
2. Communicate effectively with colleagues, and third parties.

17 November 2025