



Director of IT

Reports to: Chief Finance Officer

Responsible for: IT teams

Location: Hybrid with regular travel across sites as required

Salary Band: Grade 8, SCP 40-45

Strategic planning and leadership

The Director of IT will be accountable for developing and implementing an IT strategy that serves the trust's current needs and supports its future development.

- Develop a long-term strategic plan for IT resources and services across the trust that supports the trust's wider strategic planning, vision and aims
- Develop and project manage IT strategically across the Trust to achieve a safe and efficient IT environment for staff and students
- Define, lead and manage agreed service levels in line with the 'Kingfisher Commitments' document
- Contribute to the trust's business planning and risk management exercises, including taking action to mitigate risks where necessary, such as cyber-security risks
- Support the development of the trust's disaster recovery and business continuity plans, advising on issues related to IT
- Develop, implement and monitor relevant policies and procedures for the safe and effective use of IT
- Manage the full range of financial planning for IT, through the identification, planning and costing of all future developments and upgrades to achieve best value for the Trust.
- Keep up to date on developments in technology for the education sector, alerting trust leaders to developments that could support the trust's work
- Develop and maintain strong relationships with relevant external organisations
- Work with other trust leaders to develop and extend IT knowledge and capabilities across the trust
- Manage the trust's IT support team, taking responsibility for their professional development and performance management
- Develop partnership working and the offer of traded services to other schools and trusts
- To play an active part in the overall strategic management of the trust, as a member of the central senior team

IT resource and service management

The Director of IT will be accountable for managing the trust's IT resources, and for overseeing the delivery of a high-quality IT support service.



- Develop and implement an asset management system for IT resource, including maintaining an accurate inventory of equipment
- Oversee procurement processes for IT resources, ensuring these achieve value for money, manage budgets, and achieve best value
- Oversee the maintenance of IT resources, including ensuring appropriate disposal of IT assets when necessary
- Manage health and safety issues related to IT, including writing risk assessments and ensuring regular electrical testing
- Take responsibility for the security of the trust's IT systems, including ensuring appropriate anti-virus, multi-factor authentication and encryption measures are in place
- Work with the trust's data protection officer to ensure that the trust's IT systems reflect appropriate data protection measures and good practice
- Manage the trust's contracts and service level agreements for any outsourced IT support and services, including ensuring that contracts achieve value for money and standards of service quality are high.
- Manage relationships with the trust's external suppliers and contractors
- Design, implement and monitor a system for responding to support requests (helpdesk), recording IT casework information, and reporting on support requests to support continued improvement
- Ensure that legal and contractual obligations relating to IT resources, software licensing, systems and services are met.
- Oversee systems for the effective management of software licensing, including: rollout (InTune); monitoring usage/value for money; suitability to support teaching and learning or key tasks for support services

Development and maintenance of technical systems

- Ensure all Trust IT systems are fully operational at all times
- Design, lead and implement the network infrastructure to meet the schools' requirements, utilising cloud computing wherever possible
- Advise on compatibility of hardware, applications and operating systems, according to user requirements
- Support the infrastructure that underpins the Trust's Management Information Systems, primarily Bromcom and any other related school systems
- Manage the Trust's telephone systems
- Oversee printing solutions
- Identify problems and ensure their prompt resolution, advising the Chief Finance Officer of issues, potential improvements and projected developments
- Manage the effective development of the Trust's information communications networks including the sharepoint environment and MS Teams
- Ensure all current and planned web-based technologies remain fully operational
- Monitor and advise if changes are needed to the Trust's security and back-up systems and plan recovery contingencies to enable an efficient return to service after any unforeseen system outages
- Maintain the trust's network security including antivirus protection and firewalls
- To oversee accurate and up to date records of all IT assets
- Monitor and manage the use of the Internet within the Trust, including the monitoring and filtering arrangements, and report issues to the Chief Finance Officer
- Organise the upgrade relevant systems out of normal business hours to ensure minimum downtime for staff during critical periods.



Developing the expertise of others

- Conduct training on appropriate use of IT resources
- Offer a second line of support to IT colleagues in schools
- Produce reports on request for management purposes
- Advise the colleagues on possible training activities
- Hold training sessions for both IT support staff and end users on trust technologies based on the requirements of the trust
- Undertake available training opportunities and demonstrate a commitment to continuous development

Staff Management

- To organise and monitor the workloads of IT support staff to meet the trust's needs, including cover for absences, delegating tasks appropriately.
- To line manage the trust's IT staff, carrying out performance development reviews and advising the Chief Finance Officer on any specific training needs.
- To be involved with the recruitment of IT staff when required

The duties and responsibilities in this job description are not restrictive and the post-holder may be required to undertake any other duties that may be required from time to time. Any such duties should not, however, substantially change the general character of the post.