

Post Title	IT Technical Manager
Post Ref No.	
Responsible To	Head of IT Services
Grade	13

Purpose	<p>The IT Technical Manager is responsible for the design, delivery, operation and continuous improvement of the Trust’s core IT infrastructure and technical services. The role provides senior technical leadership across on-premises and cloud platforms, ensuring that systems are secure, resilient, reliable and scalable to meet the needs of schools and central services.</p> <p>The role includes responsibility for the effective management, security and optimisation of Microsoft Active Directory and Windows Server–based platforms that underpin Trust infrastructure and identity services.</p> <p>Working closely with the Head of IT Services, the post holder provides expert technical advice, supports service planning, and leads the delivery of complex infrastructure projects. The role operates with a strong operational focus while contributing to wider service development and improvement across Cumbria Education Trust.</p>
Main Duties & Responsibilities	<p>Act as the Trust’s senior technical specialist, leading on the design, implementation and support of core infrastructure services including network, server, storage, backup, security, voice and cloud platforms.</p> <p>Responsible for planning and delivering complex technical projects, coordinating internal resources and working with external suppliers and partners to ensure projects are delivered to agreed timescales, standards and budgets. Ensuring that infrastructure capacity, performance and resilience meet current and future business requirements.</p> <p>Accountable for the proactive management of infrastructure services, including performance monitoring, maintenance, patching and planned upgrades, using appropriate tools and industry best practice. Lead the investigation and resolution of complex technical issues, including advanced wired and wireless network faults, working closely with connectivity partners where appropriate.</p> <p>Responsible for the administration, security and ongoing management of Microsoft Active Directory, including domain services, group policies, identity integration and directory hygiene. The role ensures Active Directory and related identity services are reliable, secure and aligned with Trust operational and safeguarding requirements.</p>

	<p>Lead on the management and lifecycle of Windows Server operating systems across on-premises and hybrid environments, including build standards, configuration, patching, upgrades and decommissioning. This includes ensuring server platforms remain supported, resilient and compliant with security best practice.</p> <p>Contribute to business continuity, disaster recovery and backup arrangements, ensuring that systems are designed, documented and tested in line with best practice and DfE technical standards. Maintain and develop the Trust’s backup and recovery solutions and supports regular review and testing of continuity plans.</p> <p>Support and deliver cloud and hybrid infrastructure initiatives, including migration projects and the ongoing optimisation of cloud services. They maintain up-to-date technical documentation and contribute to knowledge sharing and continuous service improvement within the IT Services team.</p> <p>Provide professional technical advice to the Head of IT Services, colleagues and stakeholders on infrastructure solutions, risks, constraints and opportunities, including advice to support procurement decisions where these have a significant technical impact.</p> <p>Work collaboratively with other members of the IT Services team and wider central services to resolve issues, support schools effectively and promote the appropriate use of technology to enhance teaching, learning and operational efficiency.</p>
<p>Line Mgt & Team Responsibilities</p>	<p>Support the development of colleagues through mentoring, coaching and the sharing of technical expertise. The role may lead specific technical workstreams or projects and provide technical leadership across the team.</p>
<p>Data Protection & Information Security</p>	<p>Responsible for minimising the risk of data breaches through secure system design, appropriate technical controls and adherence to Trust policies. Any actual or potential data protection or information security risks must be escalated promptly to line management and the Trust’s Data Protection Officer.</p> <p>This includes the secure configuration and management of directory services and server operating systems that process or protect personal and sensitive data.</p>
<p>Additional Information</p>	<p>To take a full part in promoting the good name of the Trust and contributing positively to the overall ethos/work/aims of the Trust.</p> <p>Be aware of and comply with policies and procedures relating to child protection, health and safety, security confidentiality and data protection.</p> <p>Participate in training, other learning activities and appraisal as required.</p> <p>Recognise own strengths and areas of expertise and use those to advise and support others.</p> <p>It is the practice of the Trust to periodically to examine employees’ job descriptions and to update them to ensure that they relate to jobs as they are being performed, or to incorporate whatever changes are being proposed. It is the Trusts aim to reach agreement on any</p>

Safeguarding	<p>alterations. If this is not possible we reserves the right to insist on changes to job descriptions after consultation.</p> <p>Cumbria Education Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.</p> <p>It is the responsibility of all adults employed by CET to safeguard and promote the welfare of children and young people. This responsibility extends to a duty of care for those adults employed, commissioned, or contracted to work with children or young people.</p> <p>Applicants for all posts must be willing to undergo safeguarding and DBS screening appropriate to the post.</p>
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	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Educated to degree level or equivalent professional experience within IT infrastructure or technical services. • Evidence of continued professional development in relevant technical areas (e.g. networking, infrastructure, cloud, security). 	<ul style="list-style-type: none"> • Industry-recognised technical certifications (e.g. Microsoft, Cisco, networking, cloud, infrastructure or security related). • IT service management training or qualifications (e.g. ITIL Foundation or equivalent experience). • Training or certification related to Microsoft Windows Server, Active Directory or identity management.
Knowledge	<ul style="list-style-type: none"> • Significant experience working in a senior technical role supporting IT infrastructure services in a multi-site or complex environment. • Demonstrable experience of designing, implementing and supporting core infrastructure systems including networks, servers, storage, backup and security. • Proven experience of delivering complex technical projects, working with internal teams and external suppliers. 	<ul style="list-style-type: none"> • Experience of working within the education or public sector. • Experience of supporting business continuity, disaster recovery planning and system resilience. • Experience of contributing technical input to procurement or supplier selection exercises. • Experience of Active Directory integration with

	<ul style="list-style-type: none"> • Experience of diagnosing and resolving complex technical issues, including advanced network or infrastructure faults. • Experience of working within cloud or hybrid environments and supporting migration or optimisation activity. • Practical experience administering and supporting Microsoft Active Directory in a production environment. • Experience managing Windows Server operating systems, including installation, configuration, patching and lifecycle management. • Experience of implementing or maintaining group policies, authentication controls and access management within an Active Directory domain. • 	<p>cloud or hybrid identity platforms.</p> <ul style="list-style-type: none"> • Experience of server platform rationalisation or modernisation initiatives.
Relevant Experience	<ul style="list-style-type: none"> • Significant experience of leading IT services across more than one school • Experience of leading a team of colleagues • Experience of IT procurement. • Experience of operation and management of system and cyber information security 	
Skills	<ul style="list-style-type: none"> • Ability to think and act strategically • Ability to engage with people to lead a high performing team • Plan and prioritise work effectively • Excellent interpersonal and written and communication skills • Ability to influence and negotiate 	
Special Requirements	<ul style="list-style-type: none"> • Full driving licence 	