

Job Description:	IT Team Leader
Grade:	H9
Hours:	37 Hours per week, 52 Weeks Per Year
Holidays:	27 days plus statutory bank holidays
Reports To:	IT Operations Manager
Based:	Longdean School

Purpose Of the Role -

To provide management of multi-site IT and network support systems. To ensure availability, resilience, and stability of IT Services. To provide technical leadership and line management of 1st line IT staff. To act as a senior technical authority within the school, ensuring effective incident resolution and service delivery in line with IT and school Leadership expectations.

Key Responsibilities

- Operation Service Management:
- Be accountable for day-to-day operational performance, resilience, and user satisfaction of IT services across the secondary and primary schools that are supported by this team.
- Ensure incidents and service requests are managed effectively.
- Lead and coordinate the response to major incidents, ensuring timely resolution and clear communication to stakeholders.
- Provide accurate and concise updates to senior leadership (school and trust) during service disruptions.
- Ensure operational readiness for key school activities including examinations, events, and inspections.
- Keep abreast of ticket trends and suggest processes or fixes to reduce tickets.
- Assist the Deputy/Director of IT with quotes and ordering hardware and software

Technical Leadership & Escalation

- Act as senior technical escalation points for complex 2nd line incidents affecting systems, networks and services.
- Assist in the day-to-day maintenance of the school network by overseeing and, where necessary, completing advanced support tasks across PCs, IP telephones, printers, Interactive White Boards/TVs, Apple Macs, Display screens, iPads and physical infrastructure (switches, cabling etc.).
- Install, configure, and maintain infrastructure components as requested by Trust IT Leadership.
- Investigate system failures and implement timely resolution, communicating with Leadership teams on progress.
- Ensure system alerts are proactively managed and resolved (Firewall, Backup, email quarantines etc).
- Liaise with third-party maintenance providers to ensure prompt resolution of hardware/software issues.
- Work collaboratively with the Trust IT Leadership and other school IT Teams to ensure adherence to architectural, security and configuration standards.

People Management & Development

- Line manages IT Technician.
- Allocate workload and ensure effective support coverage.
- Conduct regular supervision, performance reviews, and development planning.
- Train, mentor, and develop IT staff to maintain a high level of technical competence and customer service.
- Foster a professional, accountable, and customer-focused team culture.

Service Improvement & Projects

- Manage and deliver local IT projects to completion, liaising with stakeholders and external providers as required.
- Contribute to the design and development of existing systems by identifying areas for improvement, upgrade, or modification.
- Ensure operational documentation is compiled, reviewed, and maintained.
- Support continuous improvement of incident management and service processes.

Experience, Skills & Behaviours

- Demonstrable experience managing technicians.
- Experience acting as senior technical escalation for complex incidents.
- Hands-on experience across enterprise IT systems, networks, infrastructure and end-user Technologies.
- Experience with iOS devices is beneficial.
- Experience working in environments with strict SLAs or Performance expectations
- Experience coordinating responses to major IT incidents and communicating with senior stakeholders.
- Experience contributing to operational service improvements.
- Experience supporting virtualised environments
- Experience contributing to disaster recovery and business continuity arrangements.
- Strong working knowledge of enterprise IT environments, including Microsoft Server/Active Directory, Windows and Apple OS, storage/backup systems, endpoint and patch management, wireless networks, certificate services, cloud platforms (Microsoft 365/Entra)
- Effective leadership and people-management abilities, including supervising and developing technical staff.
- Excellent organisational skills with the ability to prioritise, work under pressure, and make sound decisions.
- Clear and confident communicator, able to explain technical issues to non-technical users and build strong working relationships.
- Strong analytical, problem-solving, and project-delivery skills.
- Professional, customer-focused and calm when dealing with complex or high-pressure situations.