

**JOB TITLE:** IT Manager  
**REPORTS TO:** Operations Director  
**RESPONSIBLE FOR:** IT Technicians  
**SALARY:** £45-£50K

## JOB PURPOSE

To be responsible for the development and management of the Trust's IT infrastructure and support service, including:

- Alignment of IT infrastructure with current and future business requirements and objectives.
- Development and centralisation of Trust wide IT systems and process
- Maintaining the integrity of the IT infrastructure.
- Day-to-day management of IT services, systems and support for the Trust and its academies
- Development of IT resources to support teaching and learning and CPD for all Trust staff.
- Strategic development of IT capacity, ensuring the Trust's resources and services are fit for purpose and support future development.
- Line management of all IT staff, where applicable, including their induction, training and performance management.
- Providing technical advice, training and assistance in IT related matters to staff and pupils.
- Identifying, planning and costing all future developments and upgrades of the IT services, systems and infrastructure.
- Facilitating organisational compliance with all relevant IT and data governance regulation, such as GDPR.
- Ensuring that IT staff are operationally compliant with all relevant regulation such as Health and Safety and GDPR
- Safeguarding the Trust against risks to cyber-security.

### SAND Academies Trust

CEO & Executive Headteacher: Martin Hughes

Registered in England: Company Number 11968610

Registered Office: c/o The Milestone School, Longford Lane, Gloucester, GL2 9EU - Telephone: 01452 874000 – [www.sandmat.uk](http://www.sandmat.uk)

Battledown Centre for Children & Families: [www.battledown.org.uk](http://www.battledown.org.uk) • The Milestone School: [Milestone.sandmat.uk](http://Milestone.sandmat.uk)  
Paternoster School: [www.paternosterschool.co.uk](http://www.paternosterschool.co.uk) • Belmont School: [Belmont.sandmat.uk](http://Belmont.sandmat.uk) • Willow Primary Academy: [Willow.sandmat.uk](http://Willow.sandmat.uk)

## PRINCIPAL ACCOUNTABILITIES

### Strategic planning and leadership

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

The IT Manager will:

- 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
- Ensure pupils have access to IT to enhance their learning experiences in conjunction with Academy Development Plans
- Ensure employees have the IT required to perform their roles effectively
- Develop and manage IT strategically across the Trust to achieve a safe and efficient IT environment for staff and students
- Deliver success against internal and external KPI's and SLA's
- Contribute to the Trust's business planning and risk management exercises
- Follow industry standard risk management processes to assess, manage and mitigate organisational risks to cyber-security and IT operations.
- 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, including those on digital education platforms, remote access, bringing your own device (BYOD), public cloud services, IT asset management and secure disposal, cyber-security, any other relevant policies.
- Liaise with Finance Director on financial planning for IT, through the identification, planning and costing of all future developments and upgrades to achieve best value for the Trust.
- Advise Trust leaders on all aspects of IT strategy and management, supporting effective leadership at all levels of Trust operations
- 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
- Attend relevant meetings where the IT service is discussed and input is required.

#### SAND Academies Trust

CEO & Executive Headteacher: Martin Hughes

Registered in England: Company Number 11968610

Registered Office: c/o The Milestone School, Longford Lane, Gloucester, GL2 9EU - Telephone: 01452 874000 – [www.sandmat.uk](http://www.sandmat.uk)

Battledown Centre for Children & Families: [www.battledown.org.uk](http://www.battledown.org.uk) • The Milestone School: [Milestone.sandmat.uk](http://Milestone.sandmat.uk)  
Paternoster School: [www.paternosterschool.co.uk](http://www.paternosterschool.co.uk) • Belmont School: [Belmont.sandmat.uk](http://Belmont.sandmat.uk) • Willow Primary Academy: [Willow.sandmat.uk](http://Willow.sandmat.uk)

## IT resource and service management

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

The IT Manager will:

- Maintain and update an accurate asset management system for IT resources
- Keep accurate records related to the purchase or loan of IT resources, including records related to warranties
- Plan, implement and record changes to hardware and software resources as required
- Ensure Best Value from IT procurement in line with public sector procurement governance and ESFA
- Manage the relevant IT budgets and achieve best value for the Trust's IT expenditure.
- Oversee the maintenance of IT resources, including ensuring appropriate disposal of IT assets when necessary
- Manage health and safety issues related to IT, including doing risk assessments
- Manage the Trust's management information system, including user permissions, training and support
- Manage access to the Trust's IT network and infrastructure, creating user accounts and ensuring appropriate access rights in line with the Trust's policies
- Take responsibility for the security of the Trust's IT systems and data, including ensuring appropriate cyber-security measures are in place
- Maintain Cyber Essentials Plus certification and compliance
- Support E-Safety for all stakeholders
- 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 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
- Manage, monitor and develop the Trust's system for responding to support requests, 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.
- Plan, manage and implement the installation all new computer software as required, enabling the delivery of IT to all operational areas.
- Manage the Trust's intranet sites.
- Respond to specified requests from the Trust's Senior Leadership Team for the design and development of administrative processes and/or procedures.

### SAND Academies Trust

CEO & Executive Headteacher: Martin Hughes

Registered in England: Company Number 11968610

Registered Office: c/o The Milestone School, Longford Lane, Gloucester, GL2 9EU - Telephone: 01452 874000 – [www.sandmat.uk](http://www.sandmat.uk)

Battledown Centre for Children & Families: [www.battledown.org.uk](http://www.battledown.org.uk) • The Milestone School: [Milestone.sandmat.uk](http://Milestone.sandmat.uk)  
Paternoster School: [www.paternosterschool.co.uk](http://www.paternosterschool.co.uk) • Belmont School: [Belmont.sandmat.uk](http://Belmont.sandmat.uk) • Willow Primary Academy: [Willow.sandmat.uk](http://Willow.sandmat.uk)

## Development and maintenance of technical systems

- Management and security of the Trust's on-premise network infrastructure, systems, services and hardware.
- Management of the Trust's public cloud architecture, systems, applications and security.
- Ensure the 'Principle of Least Privilege' zero-Trust concept is designed and implemented into all Trust-wide cyber-security measures.
- Develop and implement the Trust's hybrid system architecture.
- Lead use of ITSM through the ITIL method, including incident problem and change management.
- Responsibility for managing and developing Trust-wide back-up and recovery systems and for disaster recovery processes as defined within the Trust's disaster recovery and business continuity plans.
- Lead the implementation and development of the utilisation of the Trust's network infrastructure to support academy Building Management Systems (BMS), Security Systems (CCTV), Audio Visual, Digital Signage and Telecommunication solutions.
- Advise the Trust's Senior Leadership Team on emerging technologies as appropriate.
- Advise the Trust's Senior Leadership Team on the implementation of IT policies and procedures.
- Ensure that all Trust IT infrastructure, systems and services are fully operational at all times, with minimum periods unplanned downtime.
- Lead the design and development the Trust's network infrastructure to meet the academies' requirements.
- Perform advanced troubleshooting on PC's, peripherals and applications.
- Manage the functioning and deployment of applications.
- Advise on compatibility of hardware, applications and operating systems, according to user requirements.
- Manage the Trust's telecommunication systems.
- Identify and troubleshoot technical incidents and issues and ensure their prompt resolution.
- Advise the Operations Director and where appropriate the Trust's wider Senior Leadership Team of such issues, potential improvements, and projected developments.
- Manage the effective development of the Trust's external digital information communications, including the Trust and individual academy websites.
- 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 Trusts network security including antivirus protection and firewalls.
- To manage and maintain accurate and up to date records of all IT Hardware and Software on site including signing out and in hardware and equipment to staff e.g., laptops
- Upgrade relevant systems out of normal business hours to ensure minimum downtime for staff during critical periods.

### SAND Academies Trust

CEO & Executive Headteacher: Martin Hughes

Registered in England: Company Number 11968610

Registered Office: c/o The Milestone School, Longford Lane, Gloucester, GL2 9EU - Telephone: 01452 874000 – [www.sandmat.uk](http://www.sandmat.uk)

Battledown Centre for Children & Families: [www.battledown.org.uk](http://www.battledown.org.uk) • The Milestone School: [Milestone.sandmat.uk](http://Milestone.sandmat.uk)  
Paternoster School: [www.paternosterschool.co.uk](http://www.paternosterschool.co.uk) • Belmont School: [Belmont.sandmat.uk](http://Belmont.sandmat.uk) • Willow Primary Academy: [Willow.sandmat.uk](http://Willow.sandmat.uk)

## Financial

- Responsible for an annual budget circa £200k

## Customer Service

- Provide excellent customer service to all stakeholders
- Work with process owners to establish service improvements when required.
- Monitor, control and develop UT service delivery.
- Drive internal and external review meetings covering performance, service improvements, quality, and processes.
- Liaise with stakeholders to drive continuous service improvement.

## Developing expertise of others

- Conduct training on appropriate use of IT resources.
- Creation of IT knowledge bases articles to assist staff in the basic elements of IT.
- Support staff with IT related problems.
- Produce reports on request for management purposes.
- Advise SLT 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 Technicians to meet the Trust's needs including cover for absences, delegating tasks appropriately.
- To line manage the Trust's IT staff, carrying out annual performance reviews and advising the Operations Director on any specific training needs.
- To be involved with the recruitment of IT staff when required.

### **SAND Academies Trust**

CEO & Executive Headteacher: Martin Hughes

Registered in England: Company Number 11968610

Registered Office: c/o The Milestone School, Longford Lane, Gloucester, GL2 9EU - Telephone: 01452 874000 – [www.sandmat.uk](http://www.sandmat.uk)

Battledown Centre for Children & Families: [www.battledown.org.uk](http://www.battledown.org.uk) • The Milestone School: [Milestone.sandmat.uk](http://Milestone.sandmat.uk)  
Paternoster School: [www.paternosterschool.co.uk](http://www.paternosterschool.co.uk) • Belmont School: [Belmont.sandmat.uk](http://Belmont.sandmat.uk) • Willow Primary Academy: [Willow.sandmat.uk](http://Willow.sandmat.uk)

## KEY CORPORATE ACCOUNTABILITIES

- To uphold a commitment to the Trust's Vision and Values.
- To maintain an awareness of, and a commitment to, the Trust's Equality and Diversity in Employment Policy in relation to both employment and service delivery and to observe the standard of conduct which prevents discrimination from taking place.
- The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all employees to share in this commitment.
- To fully comply with the Health and Safety at Work Act 1974 etc, the Trust's Health and Safety Policy, and all locally agreed safe methods of work.
- These duties are neither exclusive nor exhaustive and the post holder may be required by the Operations Director to carry out appropriate duties within the context of the job, skills and grade at any site within the Trust.
- To participate in the performance and development review process, taking personal responsibility for the identification of learning, development and training opportunities in discussion with the line manager.
- To participate and support internal/external audits.
- Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified.
- The Trust Board is committed to safeguarding and promoting the wellbeing of children, young people and staff. The expectation is that all staff will share this commitment.

### **SAND Academies Trust**

CEO & Executive Headteacher: Martin Hughes

Registered in England: Company Number 11968610

Registered Office: c/o The Milestone School, Longford Lane, Gloucester, GL2 9EU - Telephone: 01452 874000 – [www.sandmat.uk](http://www.sandmat.uk)

Battledown Centre for Children & Families: [www.battledown.org.uk](http://www.battledown.org.uk) • The Milestone School: [Milestone.sandmat.uk](http://Milestone.sandmat.uk)  
Paternoster School: [www.paternosterschool.co.uk](http://www.paternosterschool.co.uk) • Belmont School: [Belmont.sandmat.uk](http://Belmont.sandmat.uk) • Willow Primary Academy: [Willow.sandmat.uk](http://Willow.sandmat.uk)

# IT MANAGER - JOB DESCRIPTION

## Person Specification

	Essential	Desirable
<b>Qualifications &amp; Experience</b>	<p>5 GCSE's including Maths and English.</p> <p>High level of literacy and numeracy.</p> <p>Proven leadership skills.</p> <p>Significant experience of managing IT provision with an organisation (preferably in a Trust/School setting).</p> <p>Experience of managing a team</p> <p>Experience of working at a Leadership level</p> <p>Proven track record of IT project management and change management.</p> <p>Demonstrable knowledge of current technologies and best practice - Networking including Routing, WAN, VLAN. MDM including Intune. Cloud Identity Management including Azure AD / Office 365. Firewalls Cyber Security Compliance including Cyber Essentials Plus. ITSM systems. Managing Phone Systems. Content based internet filtering. Experience of cloud based architecture. Knowledge of backup software and restore.</p> <p>Knowledge of relevant policies and procedures</p>	<p>Recognised IT Qualification</p> <p>Degree/NVQ Level 4</p> <p>Experience of working within an educational context.</p> <p>Can evidence strong communication skills in a professional context with young people and colleagues.</p> <p>Working with Safeguarding and Behaviour software.</p> <p>Print Management Solutions including PaperCut.</p> <p>VDI including Azure Virtual Desktop</p> <p>Access Control systems including Paxton Net2. FreshWorks' FreshService ITSM.</p> <p>Teams Phone System.</p> <p>CASB.</p> <p>Public Sector Procurement including the use of Frameworks.</p> <p>CCTV</p> <p>Working knowledge of general school policies and procedures.</p>
<b>Communication</b>	<p>Ability to write detailed and complex reports, letters etc</p> <p>Effective at exchanging verbal information clearly and sensitively.</p> <p>Ability to consult effectively to achieve best outcome.</p> <p>Ability to contribute new ideas and ways of working.</p>	
<b>Working with others</b>	<p>Establish effective working relationships with all staff working in the Trust and its academies.</p> <p>Ability to listen and take on board views and concerns of stakeholders and resolve issues in a friendly and professional manner.</p> <p>Ability to respond positively to and actively support Senior Management within the MAT</p> <p>Proven experience of establishing rapport and successful working relationships.</p> <p>Ability to lead the work of a team and its success.</p>	

### SAND Academies Trust

CEO & Executive Headteacher: Martin Hughes

Registered in England: Company Number 11968610

Registered Office: c/o The Milestone School, Longford Lane, Gloucester, GL2 9EU - Telephone: 01452 874000 – [www.sandmat.uk](http://www.sandmat.uk)

Battledown Centre for Children & Families: [www.battledown.org.uk](http://www.battledown.org.uk) • The Milestone School: [Milestone.sandmat.uk](http://Milestone.sandmat.uk)  
Paternoster School: [www.paternosterschool.co.uk](http://www.paternosterschool.co.uk) • Belmont School: [Belmont.sandmat.uk](http://Belmont.sandmat.uk) • Willow Primary Academy: [Willow.sandmat.uk](http://Willow.sandmat.uk)

## IT MANAGER - JOB DESCRIPTION

	Ability to work independently. Able to resolve complex problems independently and in a creative way	
	Proven ability to provide timely and accurate information. Contribute to the development and implementation of effective systems to share and safeguard information	
	Ability to build and form good relationships with colleagues and students. Understand the importance of physical and emotional wellbeing of staff and pupils.	
<b>Responsibilities</b>	Excellent organisational skills. Ability to be proactive and prioritise work. Ability to work accurately with attention to detail.	
	Establish effective working relationships with those working in the Trust and its schools.	
	Provide excellent customer service to all Trust staff and stakeholders.	
<b>General</b>	Awareness of, and commitment to equality.	
	Experienced Health and Safety knowledge relating to IT	Basic understanding of Health & Safety.
	Good understanding of and commitment to child protection procedures.	
	Understand procedures and legislation relating to confidentiality including GDPR.	
	Ownership and commitment to continuous learning and development.	

### SAND Academies Trust

CEO & Executive Headteacher: Martin Hughes

Registered in England: Company Number 11968610

Registered Office: c/o The Milestone School, Longford Lane, Gloucester, GL2 9EU - Telephone: 01452 874000 – [www.sandmat.uk](http://www.sandmat.uk)

Battledown Centre for Children & Families: [www.battledown.org.uk](http://www.battledown.org.uk) • The Milestone School: [Milestone.sandmat.uk](http://Milestone.sandmat.uk)  
Paternoster School: [www.paternosterschool.co.uk](http://www.paternosterschool.co.uk) • Belmont School: [Belmont.sandmat.uk](http://Belmont.sandmat.uk) • Willow Primary Academy: [Willow.sandmat.uk](http://Willow.sandmat.uk)