



Job Title:	IT & Network Services Assistant Manager
Salary:	£26,862.00 - £31,166.00 (USTS7)
Accountable To:	IT & Network Services Manager
Responsible To:	CEO & Board of Trustees

Accountable For:

To hold day to day responsibility for the provision and maintenance of IT and Network Services in collaboration with the IT & Network Services Manager. Ensuring that the areas of operation for which I am responsible contribute to outcomes above expectations for the Trust's students, especially in the standards they attain and the progress and achievement they make.

Understanding, operating and developing the ethos of the Trust so that it becomes a centre of excellence where mutual respect, tolerance, care and support are evidenced in all of the Trust's activities and that this in turn ensures that everybody takes pride in all aspects of the Trust's work.

RESPONSIBILITIES

Overall Responsibility

- i. To provide day to day support for the core IT infrastructure in the Trust's schools and to ensure the availability of services and data to end users.
- ii. To provide focused support in resolving complex requests and issues in collaboration with colleagues.
- iii. To perform diagnostic procedures on hardware, peripherals and applications, liaising with others as required.
- iv. To support the IT & Network Services Manager in carrying out infrastructure improvement and maintenance projects as required and to take a lead in resolving day to day infrastructure issues as they arise.

DUTIES

Strategic

- i. To work with the IT & Network services team to implement new network infrastructure to meet the requirements of schools.
- ii. To ensure any system changes are managed and documented in a structured way.
- iii. To contribute to the maintenance of the school's IT Asset Register.
- iv. To liaise effectively with colleagues and school staff to prove solutions.
- v. To maintain an awareness of developments in technology and their relevance to education.

General/ Infrastructure

- i. To assist in managing the IT helpdesk system and respond to requests in a reasonable timeframe, prioritising tasks appropriately.
- ii. To create and maintain documentation in support of all IT systems.
- iii. To give appropriate advice on compatibility of hardware and software.

- iv. To manage Microsoft 365 services, identity and security:
 - a. Exchange online and active directory (online and on site)
 - b. Security (ATP)
 - c. Sharepoint, OneDrive, Teams.
- v. To build and test software packages for deployment over the network.
- vi. To perform advanced diagnosis of faults on computers, network hardware, peripherals and applications.
- vii. To undertake day to day management of all infrastructure (updates, patches, maintenance tasks, monitoring) including (but not limited to): servers, firewalls, switches/ routers, access points.
- viii. To lead the commissioning and decommissioning of servers and services, as required.
- ix. To maintain the backup and disaster recovery processes of all systems.

Health, Safety and Security

- i. Challenge intruders.
- ii. Be aware of the responsibility for personal Health, Safety and Welfare and that of others who may be affected by your actions or inactions.
- iii. Co-operate with the employer on all matters to do with Health, Safety and Welfare.

Safeguarding

- i. Deal with or report, to the nearest member of the teaching staff or Designated Safeguarding Lead, incidents that are seen or reported regarding students' welfare and behaviour.

Continuing Professional Development

- i. With your Line Manager, take responsibility for personal professional development, keeping up-to-date with developments related to efficiency, which may lead to improvements in the day-to-day running of the Trust's facilities.
- ii. Undertake any necessary professional development as identified in the Trust's Improvement Plan taking full advantage of any relevant training and development available.

Other Requirements

- i. To promote and safeguard the welfare of children at the Trust's academies.
- ii. To maintain confidentiality at all times.
- iii. To be aware of and adhere to all Trust policies and procedures.
- iv. To carry out any other duties as may be reasonably required by the CEO.
- v. To work in support of the Trust's Improvement Plan.
- vi. To take time to read notices, keep to deadlines and carry out duties to the best of your ability.
- vii. To be available for emergency repairs and call-outs as appropriate.