



Assistant IT Manager

Job Description

Summary of Job	<p>To assist the IT Manager in the running of the school network.</p> <p>To provide technical advice and support to teachers, support staff, students and governors in the practical and technical aspects of IT by preparing, providing, maintaining organising and managing resources.</p> <p>To demonstrate and teach practical skills.</p> <p>To monitor the lesson work of pupils in designated IT teaching areas.</p> <p>To deliver IT support and learning for pupils.</p> <p>To have the ability to troubleshoot and problem solve using their own initiative.</p> <p>To take responsibility for projects from start to finish, including major improvement projects.</p> <p>To deputise for the IT Manager in their absence.</p>
Reporting To	IT Manager
Salary	Kent Range 6-7, depending on experience
Working Time	37 hours per week, year-round
DBS	Enhanced
Date	

Outline of main responsibilities, purpose and tasks

- IT and similar references in this Job Description includes IT and computer systems, (including their networks), as well as telephony systems, printing and copying solutions, and projection, sound systems, stage lighting and other technologies. "School" as a term includes all aspects of the site – main school, grounds, etc.
- To provide immediate help to teachers in their classroom when an issue arises.
- To assist the IT Manager with budgeting, hardware and software provision, infrastructure, network cabling, software licenses, inventory, network security and essential Internet security that protects children and staff.
- To maintain equipment, including computer hardware installations, maintenance of peripherals, scanners, printers, photocopiers, projectors, whiteboards, IT furniture, undertake repairs and modifications, commissioning other companies to undertake such as required.

- To maintain the security of information systems, including backing up data, and compliance with all relevant regulatory requirements.
- To ensure that the system is kept up-to-date regularly with antiviral and security software and other system updates and packages required.
- To ensure that the network and computer systems are regularly tested to run efficiently and backed up.
- To provide an overview of network resources and policies to new staff as part of their induction programme.
- To negotiate with external suppliers and find solutions to complex IT problems.
- To manage and develop systems to support the School's assessment/reporting processes.
- To update the School's Intranet and to make online curriculum resources available to staff.
- To manage requests for technical equipment and resources to support learning, developing a systematic safe approach to using equipment to support key stages of the Curriculum.
- To maintain Asset Management using tags and software, and the Asset Register.
- To respond to helpdesk queries/emails and record in IT helpdesk management software.
- To prepare, assemble, set up and clear away computer equipment with appropriate software and peripherals for practical classes / examinations / assessments.
- To provide excellent document management including maintenance of up-to-date equipment instructions, guides, network diagrams and Licenses.
- To keep an inventory of hardware, software and other computer supplies.
- To compile orders for equipment and liaise and negotiate with suppliers and the School Finance team on sourcing, costing, and maintaining School curriculum technical supplies.
- To support development of new technology in school.
- To identify the cause of faults and undertake basic repairs.
- To maintain adequate data security, including regular password updates and machine updates.
- To ensure that ergonomic and VDU workstation assessments have been conducted and correctly recorded.
- To respond to actual or potential hazardous situations to prevent harm to pupils, staff or others.
- To ensure adequate risk assessments are carried out for computer network activities and lessons requiring the use of technical equipment. Conduct safety checks on equipment and services.
- To ensure that appropriate signage and notices are maintained in the designated practical working area.
- To lock up the network and stores and secure equipment when not in use.
- To demonstrate the correct and safe use of equipment to pupils and teachers.
- To provide technical advice and assistance to teaching staff and pupils.



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- To support the delivery of training sessions for other staff on databases, spreadsheets, graphics, and other hardware / software issues.
- To ensure the behaviour of pupils in designated practical / experimental area is appropriate and conducive to safe working and operation of equipment and is conducive to learning.
- To assist in the development of the lesson framework and technical facilities to meet teaching/learning needs, including assisting in planning layout of facilities and advice on specialised requirements in furniture, fittings and services.
- To be involved in extra curricular activities, (e.g. IT clubs, activities week, open days, presentation evenings).
- To monitor any problems and difficulties reporting these to teaching staff.
- To report pupil and school issues in line with the School's policies for health and safety, child protection and behaviour management.
- To attend staff and group meetings and training sessions as required.
- To carry out any other relevant duties as required from time to time by the IT Manager or any member of the SLT.

Person Specification

Essential Qualities	Desirable Qualities
Educational Qualifications	
<ul style="list-style-type: none"> • 5 good GCSEs (or equivalent) including Maths and English • Continued professional development 	<ul style="list-style-type: none"> • Industry-recognised IT qualifications/certifications
Skills, abilities and experience	
<ul style="list-style-type: none"> • Demonstrable experience of IT systems, including physical installations – hardware and software • Experience of providing a high level of professional IT support • Knowledge of administration of Windows Servers, Mac servers • Experience of Active Directory • Experience of Google Classroom • Experience of Microsoft Office\365 • Experience of switching topographies/software and VLANs • Experience with AV equipment • High-level experience of using the full range of IT packages common to schools • Sound understanding of safeguarding, medical protocols and child protection • Experience and understanding of the importance of Health and Safety • Excellent communication skills • Experience of leading a project from beginning through to completion with enthusiasm, direction and positive spirit • Good interpersonal skills • Good organisational skills • Flexibility and the ability to work calmly and quickly under pressure • Resourcefulness and the ability to multi task and prioritise 	<ul style="list-style-type: none"> • Experience of virtual environments (VMware) • Experience with Mac OSX/ • Experience of Website mangment • Experience of working within a school • Experience of working directly with teachers and students • Knowledge and experience of using SIMS • Experience within a customer service environment • Experience of Impero • Experience of Veeam
Personal Qualities	
<ul style="list-style-type: none"> • Team player, supporting colleagues • Common sense • A sense of humour and proportion • Discretion and confidentiality • A complete finisher, who sees tasks through to completion by an agreed date using their own iniatiative without the need to be monitored. 	<ul style="list-style-type: none"> • An interest in the School, its purpose and ethos
Child protection	
<ul style="list-style-type: none"> • Commitment to the protection of children and young people • Willingness to follow the School's Safeguarding procedures 	