



JOB TITLE: Deputy Trust IT Manager

REPORTS TO: Trust IT Manager

BAND: Thurrock Grade E

SUPERVISES: IT Support Team

JOB PURPOSE

The Deputy IT Manager will work within the IT Support Team developing and providing support for the IT Infrastructure across the trust ensuring effective operation and availability. The role will involve deputising for the IT Manager and acting as an escalation point for the IT Support Team.

The Deputy IT Manager will be responsible for the day to day local operations for designated sites and will supervise IT technicians and apprentices.

The Deputy IT Manager will work alongside the IT Manager to ensure the central infrastructure remains robust and secure whilst gaining in-depth understanding of our systems.

Principal duties are to be fulfilled through delegation or working alongside members of the Service Desk Team.

KEY CORPORATE ACCOUNTABILITIES

- Commitment to the Trust's central team Vision and Values.
- To maintain awareness of and 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 taking place.
- To comply with all Trust policies including Code of Conduct, Safeguarding Policy and E-Safety Policy.
- 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.
- At the discretion of the IT Manager and/or COO, such other activities as may from time to time be agreed consistent with the nature of the job described above.
- To work with colleagues to achieve service plan objectives and targets.
- To participate in the Performance Management Procedure and contribute to the identification of own team development needs.



PRINCIPAL ACCOUNTABILITIES

- Assist the Trust IT Manager in shaping and implementing the Trust IT strategy and executing associated projects.
- Deputise for the IT Manager as required.
- To be responsible for overseeing the IT Helpdesk system and ensuring that KPI's and SLA's are being met including liaising with IT colleagues to assist and resolve.
- Work with staff, head teachers, key stakeholders and Trust senior leadership team to ensure the central IT service is reliable and is meeting expectations.
- In conjunction with the IT Manager assist with, strategising, developing and implementing plans for hardware and software purchases across all of our schools as well as other projects related to IT.
- Day-to-day support of all Trust computer systems including servers, end user devices, display equipment and other peripherals.
- Work with the IT Manager to report on budgets and forecast spend to ensure that the department stay within spend limits and are able to implement planned projects.
- Maintain equipment, including computer hardware installations, maintenance of peripherals, scanners, printers, IT furniture, undertake repairs and modifications
- Work with the IT Manager to ensure that the network and computer systems are regularly tested and are backed up.
- To take responsibility of the inventory of hardware, software and other computer supplies and report any discrepancies to the IT Manager.
- To maintain adequate data security, including regular password updates.
- Assist the IT Manager in ensuring that the systems are kept up-to-date regularly and antiviral and security software are correctly installed.
- Responding to actual or potential hazardous situations to prevent harm to pupils, staff or others.
- To manage and develop systems and processes to enhance the reporting of IT services.
- To support the delivery of training sessions for other staff on databases, spreadsheets, graphics, and other hardware / software issues as well as offer basic training where appropriate.
- Report pupil and school issues in line with the Trust's policies for health and safety, child protection and behaviour management.
- Attend staff and group meetings and training sessions as required.
- Be available to provide out-of-hours support and advice both on site and by telephone.



The duties and responsibilities in this job description are not restrictive and the post-holder may be required to undertake any other duties that may be required from time-to-time. Any such duties should not, however, substantially change the general character of the post.

This organisation is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

I confirm that I have read and understood, and that I accept, the above job description:

Signature : Date: Name in full



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Person Specification

General heading	Detail	Examples
Qualifications & Experience	Specific qualifications & experience	Educated to NVQ Level 4 or equivalent qualification/experience Experience of network support Qualification & proven experience in management
	Knowledge of relevant policies and procedures	Detailed knowledge of relevant school policies and procedures
	Literacy	NVQ Level 4 in English or equivalent
	Numeracy	NVQ Level 4 in Maths or equivalent Proven ability to undertake complex financial/budgetary calculations
	Technology	Proven ability to use a wide range IT packages including Microsoft suite Proven ability to design IT systems Proven experience of network design, implementation and maintenance Up-to-date knowledge of network security measures
Communication	Written	Proven ability to complete complex returns, write complex letters and reports
	Verbal	Proven ability to exchange complex verbal information clearly and sensitively
	Negotiating	Proven ability to negotiate effectively to achieve best outcomes Proven ability to manage difficult or controversial exchanges
Working with children	Curriculum	Knowledge and understanding of the school curriculum in support of the role and advise and support others
	Child Development	Detailed knowledge and understanding of how the role contributes to child development and be pro-active in putting forward ideas for improvements and for communicating any changes
	Health & Well being	Understand the importance of physical and emotional wellbeing
Working with others	Working with partners	Establish effective relationships with those working in and with the Trust/schools
	Team work	Proven ability to make an distinctive contribution to the work of a team
		Work effectively as part of IT team Proven ability to work independently
	Information	Proven ability to provide professional and timely information to others



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Responsibilities	Organisational skills	Proven ability to be proactive and initiate action
	Line Management	Proven ability to manage and support the work of others
	Time Management	Proven ability to plan and manage own time
	Creativity	Proven ability to resolve problems independently
General	Equalities	Demonstrate commitment to treating all people fairly
	Health & Safety	Good understanding of Health and Safety legislation
	Child Protection	Understand and comply with children protection procedures
	Confidentiality/Data Protection	Understand and comply with procedures and legislation relating to confidentiality including GDPR
	CPD	Demonstrate a clear commitment to develop and learn in the role Proven ability to effectively evaluate own performance