



*Creative
Education
Trust*

Role: Regional IT Manager
Responsible to: Group ICT Lead
Location: Northampton (Abbeyfield School) and
Coventry (Ash Green School) with
occasional visits to other sites.
Salary: £30k - £35k (dependent on experience)
Contact Type: Full time, permanent

Job Purpose

The Regional IT Manager will manage IT Support Services for nominated CET Academies assigned by the Group ICT Lead. The role involves interfaces between the central IT team and the Academy based IT support staff to facilitate in the quick resolution of technical issues that may affect teaching and learning. The Regional IT Manager will work with the Academy Leadership Teams to make sure the services are delivered in-line with the academies' education objectives. The role involves managing budgets, key systems and leading on IT projects at the nominated academies.

This is a key role combining technical expertise, the ability to build relationships at an SLT/Principal/Headteacher level and good team management.

Key Responsibilities

- Maintain an overview of nominated academy service desks for IT issues:
 - Review incoming tickets, assign them and monitor progress.
 - Identify patterns where further training and/or changes to systems are required and then taking appropriate action.
 - Take ownership of issues that cannot be dealt with by first or second line team members and when necessary, step in to carry out more junior routine tasks.
- Gather monthly data on the work at the service desk to allow ongoing review and improvement.
- Step in as required during busy periods and in the absence of colleagues to ensure that the service desk is covered.



- Escalate any support requests to the appropriate team as necessary and work with the central IT team, 3rd party support providers, and other stakeholders to resolution.
- Line manage the IT support staff at their relevant academies, ensuring they are well informed and understand the expectations of them.
- Project manage changes within the academy trust and liaise with other departments and external contractors to ensure successful delivery.
- Plan and execute fixes to underlying systems, updates, patches and other changes that require higher level technical expertise for the academies.
- Provide technical advice & guidance to curriculum leaders and educators within the academies supporting them to deliver an outstanding educational environment in the classroom, using the best technology options appropriately.
- On-going management of local academy IT budgets and contracts, keeping budgets under review and advising on actions to keep within budget.
- Monitor the software licenses in use at their academies to ensure that all software is used legally. Tracks renewal dates where required.
- Develop IT refresh plans in line with academy requirements and Trust IT strategy.
- Implementation of IT security improvements in line with Trust standards, best practice and data protection laws.
- Manage any IT systems related to e-safety at the academies, carrying out any changes personally or giving appropriate direction.
- Support investigations as required by the safeguarding team and Principal/Headteacher.
- Close working with the central IT team to support infrastructure elements such as physical & virtual servers and networking devices, thus ensuring the availability and security of the network, data and applications.
- Update documentation on existing systems or create new documentation as changes are made.
- Work closely with the central IT team for the on-going development and support of the Trust's Office 365 tools such as SharePoint, OneDrive and Microsoft Teams for Education.



- Ensure that the Trust's IT policies and procedures are adhered to.
- Procurement of IT services, hardware and software obtaining value for money, suitability and quality.
- Review routine system checks and routine maintenance to ensure it is in line with the effective operation of systems. Establishes good routines and ensures support is proactive.
- Ensure inventories for IT hardware and software are maintained.
- Ensure that computer peripheral equipment such as scanners, printers, whiteboards, projectors, visualisers are maintained and ready for use when required.
- Provide training, support and guidance to staff as required for software and hardware used by staff and students at the academies.
- Keep up to date with new technology, advising and recommending where appropriate.
- Be aware of and comply with policies and procedures relating to safeguarding, child protection, health and safety, security, confidentiality and data protection, reporting all concerns to the appropriate person.
- Undertake any duties, consistent with this position, which might, from time-to-time, be assigned by the Group ICT Lead, Academy Principal/Headteacher.



Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> GCSE A-C English & Maths 	<ul style="list-style-type: none"> Educated to degree level in a relevant field Relevant Microsoft or similar qualifications to support the technical skills and knowledge required for the role Knowledge of the ITIL framework or FITS, supported by an ITIL V2 Foundation or FITS Practitioner qualification
Experience	<ul style="list-style-type: none"> Experience of working within a network/IT support role Previous management experience Experience of managing IT budgets Experience of managing projects and contractors Experience of administering networks, reviewing system logs, backup/AV checks and general updates Experience in procuring IT goods and services and securing best value Experience organising work for self and others in a high-pressure service environment and reliably meeting high expectations Experience in planning large scale changes to IT systems from initial design and specification through to ongoing support 	<ul style="list-style-type: none"> Experience of providing IT Support within schools Experienced of working in a multi-site environment
Knowledge and Technical Skills	<ul style="list-style-type: none"> Managing service requests using helpdesk systems 	<ul style="list-style-type: none"> Knowledge of Office 365 Apps (Email, SharePoint/OneDrive,



	<ul style="list-style-type: none"> • Good working knowledge of Microsoft Server and desktop Operating Systems • Good understanding of TCP/IP, DNS, DHCP and VPN's • Good knowledge and experience of working with Active Directory and Group Policy objects • Proven knowledge of Server, PC and networking hardware, preferably HP & Dell. • Thorough understanding of general printing, backup, antivirus and security principles. 	<p>Teams, Forms, OneNote) and Office 365 administration</p> <ul style="list-style-type: none"> • Experience of school based systems & software (SIMS, ParentPay, ParentMail, Classroom Management Tools, Interactive Whiteboard Software) • Working experience of non-windows devices such as Chromebooks, Apple iPads & Macs • Mobile Device Management (MDM) • Practical experience of audio/visual equipment such as Projectors, Interactive Whiteboard, Touchscreen TVs, Visualisers • Knowledge and experience of administering Web Filtering systems, preferably Smoothwall • Knowledge of SCCM – Windows & Application Deployment, Anti-Virus Management • Knowledge of virtual server environments – specifically VMware • Knowledge and experience of managing network switches such as configuring VLANs • Knowledge and experience of supporting VoIP Telephone services
<p>Personal Attributes and Skills</p>	<ul style="list-style-type: none"> • High professional and personal standards in both work and conduct • Strong influencing and negotiation skills • Ability to make sound judgements and decisions • Confident in dealing with all levels of stakeholders 	



	<ul style="list-style-type: none">• Strong personal drive and willingness to get things done• Good time management• Openness to learning and change• Effective written and oral communication skills• Good interpersonal skills, including the ability to work as a team member, but also having self-motivation when working independently• Ability to convey technical problems to non-technical staff	
Other requirements	<ul style="list-style-type: none">• Full UK driving license• Have access to a car for work purposes and be able to travel to other sites• Work flexibility and after office hours	

This job description will be reviewed regularly and may be amended according to changing requirements such as responsibility for additional CET Academies, as agreed between the post holder and the Group ICT Lead.

The Creative Education Trust is committed to safeguarding and promoting the welfare of our children and young people and expects all staff and volunteers to share this commitment. The successful applicant will be required to undertake relevant safeguarding checks in line with Government safer recruitment guidelines.