Job Description: Deputy IT Manager

The Propeller Academy Trust is committed to creating a diverse workforce. We'll consider all qualified applicants for employment without regard to sex, race, religion, belief, sexual orientation, gender reassignment, pregnancy, maternity, age, disability, marriage, or civil partnership.

Main purpose

To provide a range of technical and general ICT support services across the Propeller Academy Trust and its member schools ensuring services are delivered cost effectively and efficiently. Aligned to customer needs, you will manage onsite delivery and projects to ensure administration and learning outcomes are maximised, using the principles of ICT best practice to agreed service levels.

You will be expected to form key relationships with each customer, responding to changes, and issues using best practices and to a high standard, complying with all legal requirements and Trust policies and principles, providing training and guidance to end users.

Key responsibilities

- As a key member of the Trust Central Team, you will need to work with Headteachers and SLT to ensure consistent delivery of the Managed IT Service. You will take overall responsibility for the day-to-day delivery of the ICT service across member schools, providing technical support and training/documentation to staff and students.
- Be responsible for the effective operation and management of all ICT across the Trust, including, but not limited to, hardware, software, MIS, IT equipment for curriculum use, door control (ingress/egress), CCTV monitoring equipment, mobile devices, telephone systems and management of the Active directory.
- Work with all key stakeholders at the Trust, alongside the Chief Operations Officer in developing a strategy for the whole Trust IT strategy.
- Be the Trust's resource of expertise in relation to developments in the field of ICT and legislation, especially data protection (GDPR) and health & safety.
- Advise senior staff on areas of potential ICT growth/problems. Demonstrate and highlight issues arising from the safe and effective use of specialist equipment/materials.
- Effectively communicate (verbally and in writing) technical information at an appropriate level, and in a suitable style, having assessed the audience.
- Advise leadership team on areas of concern.
- Ensure data protection, online safety, acceptable use, and CCTV policies are kept up to date in line with current practices and legislation.
- Maintain a database of hardware and software licenses
- Carry out Health and Safety checks on all IT equipment.
- Liaise with suppliers, order consumables and stock, ensuring the best value following the Trust's purchasing processes.
- Liaise with IT support companies in order to resolve complex technical issues and in a timely manner.

Support service

- Ensure that the SLA is enforced alongside ensuring all KPI's are met to the highest standard.
- Ensure that a consistent ICT support service is delivered to member schools.
- Establish and maintain high quality learning facilities and assist in planning their future development. Including: advanced troubleshooting, ensuring a consistent service level, identifying potential network issues, and escalating unresolved problems.

Safeguarding

- Be fully aware of and understand the duties and responsibilities in relating to child protection and safeguarding children, young people, and vulnerable adults.
- Ensure that the line manager/DSL is made aware and kept fully informed of any concerns which may arise in relation to safeguarding and/or child protection.

This job description sets out the main duties of the post at the date it was drawn up. However, it is not intended to be an exhaustive or definitive list. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post. You may be required to carry out other duties commensurate with your role.

The Propeller Academy Trust and its member schools are committed to safeguarding and promoting the welfare of all children and young people according to child protection and safeguarding guidelines. We expect all staff and volunteers to share in this commitment.

This post is classed as having a high degree of contact with children or vulnerable adults and is exempt from the Rehabilitation of Offenders Act 1974. All post holders are subject to the necessary pre-employment check, including a satisfactory Enhanced Disclosure and Barring Service (DBS) Check, including a Child/Adult's Barred List check (where applicable to the role in question). Additionally, shortlisted candidates will be subject to online searches for publicly available information.

Person specification

CRITERIA	QUALITIES
Qualifications and training	A strong background in IT support ideally within a similar role
	Broad knowledge of IT topics through either education (Level 3 apprenticeship/equivalent) or experience
	Microsoft certifications (desirable)
	A minimum of GCSEs in English and Maths at level 4/grade C, or equivalent
	Knowledge of DPA and Health & Safety an advantage

Experience	Managing or supporting the management of ICT network/s, hardware/software and working in an ICT related environment
	Analytical, judgmental, and creative skills are required – the ability to interpret information and solve problems
	Experience of networking
	Experience of troubleshooting
	Managing change and implementation of new systems/procedures/controls
	Managing and monitoring budgets
	Ability to converse effectively with a range of stakeholders (e.g., adults and students)
Skills and knowledge	Knowledge of school MIS systems
	Knowledge of networking
	Knowledge of Microsoft windows server
	Knowledge of application software e.g., MS office and the ability to train others in the use of the packages (Excel/Word/Outlook/Teams)
	Experience of managing Apple devices, such as iPads, using Apple server and open directory
	Ability to improve own practice/knowledge through self-evaluation and learning opportunities
	Excellent written and verbal communication skills; able to communicate effectively and clearly with a range of staff, pupils, and parents/carers
	Knowledge and understanding of the Data Protection Act and other related legislation
	Knowledge of child protection legislation
	Knowledge of Health & Safety legislation
	Full UK Driving Licence and the ability to travel independently between member schools
Personal qualities	Commitment to acting with integrity, honesty, loyalty, and fairness to safeguard the assets, financial probity and reputation of the Trust and its member schools
	Resilience, the ability to work under pressure and prioritise effectively
	Strong organisational skills
	Commitment to maintaining confidentiality at all times
	Willingness to embrace change/new developments
	Ability to work independently or as part of a bigger team
	Flexible and adaptable
	Physically fit and able to carry out duties including lifting and carrying
	Good timekeeping
	Can do attitude

Last review date: June 2024   **Next review date:** June 2025

Headteacher/line manager's signature: **Date:**