



The **GALLERY** TRUST



A community of special schools

ICT Manager
Candidate Information
March 2020

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Welcome

Thank you for your interest in the post of ICT Manager at Iffley Academy.

Iffley Academy is a successful academy, and has grown in recent years with a current number on roll of 168 students. The Academy has a long and proud history, with a school on the current site in Iffley since the 1960s. Judged as Outstanding in 2015 and 2019, the Academy meets the needs of students with a range of SEND, including Cognition and Learning Needs, Autistic Spectrum Disorder and Social, Emotional and Mental Health Needs. Our learning community is based on respectful relationships with students, created through understanding of their special educational needs, commitment to restorative approaches, and by providing outstanding teaching and pastoral care. This is a warm and caring community, dedicated to equipping students with the skills and knowledge they need to live independent lives within their chosen communities.

This is a very exciting time for Iffley Academy as we move into our state-of-the-art new school building in April 2020. We have a fabulous opportunity to rethink the way we use ICT in our school and how we embed this into the curriculum. We are looking for an innovative and dynamic ICT Manager to drive this change and develop exciting new technologies within the school.

Iffley Academy is a member of The Gallery Trust, an expanding Special School Trust which is dedicated to improving outcomes for SEND learners in Oxfordshire. The Trust has a national reputation for excellence, and is influential in the development of SEND strategy in the county.

Please visit our website to find out more about Iffley Academy, and if you would like to visit us to find out more about this exceptional opportunity and inform your application, you will be most welcome. Our staff and students will be delighted to meet you!

Tom Procter-Legg
Headteacher

**ICT Manager
Iffley Academy, Oxford**

**Grade 9: £26,999 to £29,636 per annum
Full time: 37 hours per week, 52 weeks per year**

Iffley Academy is Oxfordshire's largest special school, and we are seeking an enthusiastic and motivated ICT Manager to join our thriving and vibrant community at an exciting time in our development.

The role of the ICT Manager is key to the development and provision of ICT for Iffley Academy whilst providing proactive and efficient solutions to everyday ICT challenges. The ICT Manager will play an integral role within our new building (April 2020) and have detailed and thorough knowledge of the new technologies and set up of the building.

Judged as Outstanding by Ofsted in 2015 and 2019, our school community is unique in many ways. Our students have a range of Special Educational Needs, including Cognition and Learning Needs, Autistic Spectrum Disorder and Social, Emotional and Mental Health Needs. We make respectful relationships with our students through our understanding of their special educational needs, our commitment to restorative approaches, and by providing outstanding teaching and pastoral care. We are a warm and caring community, dedicated to equipping pupils with the skills and knowledge they need to live independent lives. We offer individual learning pathways, vocational opportunities, and specialist therapies and interventions.

If you share our passion for making a real difference to the lives of children and young people with special needs, this could be the opportunity you are looking for. In return for your contribution to our team, you will work in an environment, which is well resourced, and in a role which is rewarding and fulfilling. We will provide you with induction and training, and the opportunity to join the Local Government Pension Scheme, one of the largest public sector pension schemes in the UK. This is an exciting time to join our team as we embark on the planning of our fantastic new school rebuild on our site in Iffley.

Application process

Please submit your application form to recruitment@iffleyacademy.co.uk or by post. You can download an application form and recruitment pack from our website. Please ensure you detail any gaps in employment, and use the selection criteria which is contained in the recruitment pack when you prepare your application, as shortlisting for interview will be based on how closely you demonstrate your ability to fulfil the essential criteria. We do not accept CVs. If you are shortlisted, we will take up written references before your interview so please provide permission for this and provide accurate phone and email contact details for your referees. One of your referees must be your current or last employer, and if you are employed in a school, must include your current Head Teacher.

Closing date for applications: 12noon Friday 17th April 2020

Interviews will be held: w/c 27th April 2020

Iffley Academy is committed to safeguarding and promoting the welfare of all children and expects all staff to share this commitment. The successful candidate will be subject to an Enhanced DBS check, Occupational Health check and a probationary period of 6 months. The Iffley Academy is an equal opportunities employer and we welcome applications from a range of ethnic backgrounds to represent diversity in line with our school community.

Job Description

<ul style="list-style-type: none"> ● To lead the development and provision of ICT for Iffley Academy ● To have detailed and thorough knowledge of the new technologies and set up of the brand new school buildings (completion April 2020).
<p>Strategy and Planning</p>
<ul style="list-style-type: none"> ● Lead the ICT strategy for Iffley Academy, bringing knowledge of new and emerging technologies and how these can contribute to the enhancement of learning and teaching, the curriculum and the administrative and support processes of the school. ● Lead the research of developments for the ICT service and their implementation. ● Identify failing systems and suggest solutions ● Advise and develop the effective use of software products to support efficient administrative and support processes in school. ● Ensure adequate licensing requirements are in place and pro-actively identify when actions may be needed
<p>Desktop and Application Support</p>
<ul style="list-style-type: none"> ● Installation and maintenance of PCs, peripherals and applications ● Maintenance and troubleshooting of AV equipment and projectors ● Advise on compatibility of hardware, applications and user requirements ● Diagnostic and recovery routines on network equipment ● Responsible for AD and its integration with third party software
<p>Network Support</p>
<ul style="list-style-type: none"> ● Management and maintenance of the network infrastructure to meet the school's requirements ● Responsibility for: <ul style="list-style-type: none"> ○ Broadband and filtering ○ Wireless system ○ Print management ○ Network Infrastructure ○ Management of mobile devices ○ Technical operation of the school's helpdesk

Configuration and Installation

- Manage the configuration, installation and support of the school's ICT systems

Maintenance and Security

- Maintain hardware and application deployment
- Implement and suggest improvements with maintenance of the school's backup, virus protection and security procedures, with reference to protecting hardware, data and confidential information.
- Maintain all necessary documentation including system manuals, cable diagrams, patching schedules, equipment inventories, orders, service records, etc., as required
- PC hardware repairs and upgrades
- Replacement of consumables
- First line software support
- Installation of software
- Provide classroom based ICT technical support when required
- Support teaching staff in the use of applications
- Support for assemblies and meetings.
- Assist with the schools cashless catering system when necessary
- Assist with updating the school's website and intranet
- Support and assist with Google apps, B Squared, Integris
- Ensure that hardware and software, including mobile phones tablets and photocopiers, are correctly installed and supported
- Organise and advise on efficient ICT purchasing and procurement, ensuring value for money, best value and financial regulations and policies are met.

Support Request Management

- Balancing the response to support requests with the need to follow planned monitoring and maintenance and wider ICT service demands
- Provide analysis of the helpdesk service to the academy and be proactive in advising on solutions to improve helpdesk response times.

Budget and People Management

- Manage the budget of ICT services in the school, and contribute to the budget setting process
- Lead the induction and training of school staff (teachers and support staff)
- Where required, manage the stocks of IT consumables, and record usage

- Liaise with senior members of staff
- Working with groups of students e.g. leading sessions on coding/gaming
- To line manage the Resources Assistant

Health and Safety

- You may be required to working at height using the appropriate equipment. Full training will be provided.
- You have specific responsibilities under Health & Safety legislation to ensure that you:
 - Take reasonable care for your own health and safety, and that of others affected by what you do, or do not do
 - Cooperate on all issues involving health and safety
 - Use work items provided for you correctly, in accordance with training and instructions
 - Do not interfere with or misuse anything provided for your health, safety or welfare
 - Report any health and safety concerns to your line manager as soon as practicable
 - As part of a team, develop relevant H&S procedures and ensure that all ICT users are aware of appropriate practice.

Person specification: Technical experience & knowledge

Essential Criteria

- At least two years relevant ICT experience
- Experienced use of G Suite, including Gmail and Google Drives and be able to provide training to staff.
- Up-to-date and innovative knowledge of new technologies
- Experience of different purchasing options
- Confident user of client/server based applications; awareness of version limitations
- Understand role and function of network services and protocols such as DNS, DHCP and IP
- Aware of the ways in which installed applications can conflict
- Experience in managing disk space, print quotas management utilities, access rights
- Understand the importance of a structured approach to configuration tracking
- Prioritise support request resolution and determine whether external support is required
- Active Directory, Group Policy and User account management.
- Ability to use, maintain and fault find a variety of printers, scanners, digital cameras and other IT peripheral hardware.
- In depth knowledge of PC architecture, repair, builds and commissioning.
- Track record in providing effective ICT support in a timely manner
- Experience of developing a print solution with print management analysis (e.g. Papercut)
- Knowledge of new and emerging technologies

Desirable

- Knowledge of managing wireless devices
- The management and maintenance of a virtualized environment
- Management of helpdesk software

Person specification: General

Qualifications/training
Level 3 (A-level or equivalent) with level 2 (GCSE or equivalent) in mathematics and English, or suitable experience
Evidence of relevant and continuous professional development
Skills/abilities
Good computing skills
Good communication skills, including the ability to negotiate sensitively in order to complete tasks efficiently
Good organisation skills and personal time management
Confidence to assess situations and respond when no source of immediate advice is at hand
Ability to recognise and respect confidentiality
Actively seek to maintain and extend expertise in appropriate areas
Flexibility as a team member
An interest in the education of young people
Budget management experience
Experience of managing supplier relationships
Previous experience of managing staff
Knowledge
See section A Technical experience and knowledge above
Expert user of the majority of hardware and the school's operating systems
Detailed knowledge of both general and specific ICT Health & Safety issues relating to work, both for self and all potential users
Aware of the importance of structured record keeping and reporting

Understand different elements of ICT services and likely support requirements

Good level of written and spoken English appropriate to the context and audience

Understand how ICT can enhance the teaching and learning in, and management of schools

Knowledge of Data Protection and legal obligations related to the control of software