



JOB DESCRIPTION

POST TITLE:	Head of ICT Operations
GRADE:	N11
RESPONSIBLE TO:	Deputy Chief Operating Officer
JOB PURPOSE:	<p>Manage, maintain and develop a safe, secure, and effective ICT estate across the Trust;</p> <p>Actively support and oversee the deployment of current ICT managed services and the development of any changes to the ICT service provision following outcomes of the Trust's procurement and re-tendering processes;</p> <p>Work with executive and academy leadership teams on ICT strategic planning and take overall responsibility for the management and development of the network infrastructure, liaising with key staff to ensure that ICT services meet operational needs.</p>

MAIN DUTIES:

The following is typical of the duties the post holder will be expected to perform. It is not necessarily exhaustive and other duties of a similar nature and level may be required from time to time.

Key areas of accountability:

ICT resource management

- Manage the ICT infrastructure and services for the Trust's current six schools; ensuring continuous, connected, and effective service delivery across all areas of ICT and supporting systems, whilst ensuring the infrastructure to expand if necessary
- Ensure ICT provision on site is fit for the needs of each academy, within the guidelines of the trust-wide ICT strategy
- Manage and influence trust-wide support partners to secure, monitor and manage appropriate service contracts

- Ensure compliance with all statutory regulations concerning the maintenance and management of the Trust's IT network services, including information security and data protection
- Accountable for the management of all devices and ensure accurate and up to date asset registers are maintained
- Ensure best value in the acquisition of supplies and services through effective procurement and tendering, with the support of the Trust's Procurement Manager
- Ensure the maintenance of equipment, including computer hardware installations, maintenance of peripherals, scanners, printers, IT furniture, and that repairs and modifications are undertaken, commissioning other companies to undertake such as required
- 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
- Lead the ICT teams in identifying the cause of faults and undertaking repairs and in ensuring safety checks are routinely carried out on equipment and services
- Act as the principal budget holder for IT resources in each academy, subject to approval and delegated authorities
- Develop and control ICT budgets in line with management plans and IT strategies

ICT development

- Oversee the planning, development and ongoing management of trust-wide IT service solutions, in line with the Trust's ICT Strategy, and to enable the delivery of remote and integrated systems management whilst supporting the ongoing development of teaching and learning across the Trust and its academies
- Initiate, implement, monitor and review trust-wide policies and procedures in relation to ICT
- Market and maintain strategic oversight of the Trust's IT services offer to future partner schools
- As the Trust grows, undertake due diligence and ICT audits for schools joining the Trust ensuring that business, compliance and operating models provide best value for money
- Ensure that the development of Trust IT systems allows for future expansion and upscaling

ICT security, e-safety and safeguarding

- Ensure the Trust meets all the requirements of the Risk Protection Arrangement's terms and conditions for cyber security cover
- Actively engage with cyber security monitoring resources including those provided by the National Cyber Security Centre (NCSC)

- Source, implement, facilitate and positively support CyberEssentials+ accreditation and other external audits of the Trust's resources
- Proactively keep infrastructure as safe as possible, including through the use of penetration testing / phishing testing and other resources
- Maintain and develop the Trust's CCTV networks, in liaison with Estates and Facilities staff, to ensure compliance with data protection and UK GDPR requirements
- Ensure filtering and safeguarding systems are up to date and functioning
- Ensure that systems are kept up-to-date regularly with licences and antiviral and security software and other system updates and packages as required
- Ensure that the network and computer systems are regularly tested to run efficiently and are backed up (including offline backups)
- Contribute to the development of the Trust's Cyber Incident Response Plan (CIRP) and actively lead recovery processes as a member of the Cyber Incident Recovery Team(s) (CIRT)
- Lead the ICT managed service to effectively manage and maintain the backup and recovery process ensuring data is always accessible and systems are operating as intended, including testing in accordance with the Trust's critical incident procedures and CIRP
- Support the delivery of training sessions for staff and pupils to develop awareness and practices which maximize online safety and cyber security
- Stimulate a cyber-security mindset across all users and across all facets of the role, ensuring compliance with Trust cyber security policies

Corporate responsibilities

- Identify training requirements and provide opportunities for necessary training for direct reports and/or Trust staff
- Coach, develop and line manage appropriate IT service direct reports across the Trust to ensure excellence is achieved through collaboration
- Ensure that the responsibilities of the role are carried out in a way that reflects the vision, ethos and values of the Trust
- Maintain awareness and observation of all policies, procedures, working practices and regulations, and in particular to comply with policies relating to Child Protection, Equal Opportunities, Health and Safety, Confidentiality, Data Protection and Financial Regulations, reporting any concerns to an appropriate person
- Uphold the Trust's commitment to cyber security, e-safety, safeguarding and to promote the wellbeing of children
- Participate in staff development schemes and appraisal, and contribute to the identification of own team development needs and a culture of continuous improvement

PERSON SPECIFICATION – Head of ICT Operations

FACTOR	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Skills, knowledge and aptitudes	<ul style="list-style-type: none"> • Demonstrable knowledge and understanding of managing IT in the education sector • Understanding of academy trust operations in relation to ICT • A strong IT technical background • Expert understanding of ICT hardware and software applications • Expert working knowledge and understanding of managing Microsoft environments and operating systems • Ability to develop ICT strategy and policy 	<ul style="list-style-type: none"> • Awareness of project management methodology • Cyber security knowledge • Knowledge of education specific software and MIS, e.g. SIMS 	<ul style="list-style-type: none"> • Interview • Application form • References
Qualifications and training	<ul style="list-style-type: none"> • First degree in an appropriate discipline, or significant relevant professional experience • Evidence of relevant, recent continuing professional development 	<ul style="list-style-type: none"> • Relevant industry qualifications and/ or certifications, e.g. MCSA/MCSE, ITIL, etc 	<ul style="list-style-type: none"> • Application form • References • Qualification certificates
Experience	<ul style="list-style-type: none"> • Proven experience of server and network infrastructure • Experience of devising and establishing a safe, data protection complaint, IT and networking solution in an educational context • Experience of managing multiple database systems, their interfaces and data flows 	<ul style="list-style-type: none"> • Evidence of successful multi-site integration and network management • Experience of managing third party service providers and handling commercial contracts and contractors 	<ul style="list-style-type: none"> • Application form • Interview • References

FACTOR	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Experience (cont.)	<ul style="list-style-type: none"> • Experience of diagnosing and resolving technical errors and implementing technical solutions • Experience of working with senior stakeholders to develop strong operational understanding • Experience of leading and managing technical teams 	<ul style="list-style-type: none"> • Financial planning and budget management 	<ul style="list-style-type: none"> • Application form • Interview • References
Personal qualities	<ul style="list-style-type: none"> • Flexible, adaptable and willing to meet the needs of the Trust • Confident, conscientious and detail conscious • Excellent organisational skills • Highly developed interpersonal skills • Ability to work under pressure with limited supervision • Confidential and discreet in collaborative working with executive leaders 	<ul style="list-style-type: none"> • Interest in, and commitment to the Trust as a community. 	<ul style="list-style-type: none"> • Interview
Special requirements	<ul style="list-style-type: none"> • Satisfactory Enhanced clearance with the Disclosure and Barring Service • Occupational Health clearance • Willing and able to travel to academies across the Trust 	<ul style="list-style-type: none"> • Willingness to undertake further training if necessary 	<ul style="list-style-type: none"> • Interview • References • DBS clearance form • Occupational Health form