

## ICT Operations Manager

### Job Description

**Grade: GRC** – *Subject to Job Evaluation*

#### 1. **Job Purpose**

- 1.1 To take overall responsibility for all ICT systems, software, processes and hardware within the school and external sites
- 1.2 To ensure that the IT systems of the school are readily available for the use of pupils and staff and to develop those systems to provide new, faster and better services for the whole school population (including Governors, parents, prospective parents etc)

#### 2. **Key Responsibilities**

- 2.1 To devise an ICT development strategy for the whole school, including use of PCs, laptops, network infrastructure, network appliances and peripherals
- 2.2 To manage and support the team of IT Technicians in providing IT support and maintenance services to the school
- 2.3 To ensure and manage the configuration and installation of new software onto the network and to maintain existing installations
- 2.4 To prepare a specification for, procure, build, configure and install a wide variety of computer hardware into the school.
- 2.5 To monitor and take responsibility for a significant budget for ICT equipment and ICT personnel
- 2.6 To provide regular monitoring reports to the appropriate members of the Senior School Management and/or the Governing Body and related support staff
- 2.7 To develop and enhance ICT services and implement new Policies that enhance network security and to allow the implementation of new services
- 2.8 To test the network security policy to ensure that the desired user accounts/group accounts are under each specific specification
  
- 2.9 To design, create, test and implement new services to expand the availability, security and ease of the use of the network which may include:
  - 2.9.1 Developing programme software to improve the ICT provision to the school
  - 2.9.2 Understanding network operations to be able to expand the ICT operations and administer the systems

- 2.9.3 Understanding establishment backup requirements both on and off-site and procedures to prevent against data loss in a disaster recovery situation
- 2.10 To develop appropriate Intranet policies to ensure that unacceptable usage and access is barred and to ensure appropriate reports and logs of activity is maintained
- 2.11 To ensure that all those involved with the school's ICT network have a sound working knowledge of all major ICT acts and laws. This includes: The Data Protection Act, The Computer Misuse Act, The Copyrights, Designs and Patents Act and Freedom of Information legislation etc.
- 2.12 To implement new national and local developments on Contact Point, the Annual Census
- 2.13 To develop systems and operating procedures so that there is a clear fault-finding support system to ensure that problems are swiftly identified and resolved
- 2.14 To develop systems for the effective in-class support provided by ICT staff directly to pupils. This ensures that ICT staff are able, if appropriate, to train, educate and instruct pupils on ICT related issues and inform them of procedures that are in place for any potential problems they may encounter
- 2.15 To foster partnership links with other ICT providers, the Local Authority and CMIS/SIMS agents
- 2.16 To manage the supplying, organising and running/maintaining/staffing of an out of hours ICT provision for the school community. This may include setting up/installing remote access provisions for staff
- 2.17 To develop a quality assurance programme for all software, and that there is a clear service level agreement for the provision of ICT support to serve within the school
- 2.18 To ensure all tasks are carried out with due regard to Health and Safety
- 2.19 To undertake appropriate professional development.
- 2.20 To adhere to the ethos of the school
  - 2.20.1 To promote the agreed vision and aims of the school
  - 2.20.2 To set an example of personal integrity and professionalism
  - 2.20.3 Attendance at appropriate staff meetings and parents evenings
- 2.21 Any other duties as commensurate within the grade in order to ensure the smooth running of the school

### 3. **Supervision Received**

- 3.1 Supervising Officer's Job Title
- 3.2 Level of supervision:

1. ~~Regularly supervised with work checked by supervisor~~

- 2. ~~Left to work within establishment guidelines subject to scrutiny by supervisor~~
- 3. Plan own work to ensure the meeting of defined objectives
- 4. **Supervision Given** (excludes those who are indirectly supervised i.e. through others)

Post Title	Grade	No of Posts	Level of Supervision (as in 3.2 above)

- 5. **Special Conditions**  
 5.1 None

**Person Specification**

**Method of Assessment (MOA)**

AF Application Form	C Certificate	I Interview	T Test or Exercise	P Presentation
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Criteria	Essential	MOA
<b>Education/Qualifications</b> NB: Full regard must be paid to overseas qualifications.		AF/C
<b>Experience</b> Relevant work and other experience		
<b>Skills &amp; Ability</b> e.g. written communication skills, dealing with the public etc.	<b>*Delete if not applicable</b> *An ability to fulfil all spoken aspects of the role with confidence using the English Language as required by <b>Part 7 of the Immigration Act 2016</b>	
<b>Training</b>		
<b>Other</b>		

All staff are expected to understand and be committed to Equal Opportunities in employment and service deliver

***All staff at BCC understand and are committed to Equal Opportunities employment and service delivery.***

**As a Disability Confident Committed Employer, we take positive action to ensure people living with a disability or a long-term health condition feel supported, engaged, and able to fulfil their potential in the workplace.**

**People with a disability telling us on their application form they wish to participate in the scheme and who can then demonstrate in their application that they meet the essential criteria for the role will be shortlisted and offered an interview.**

### **Safeguarding**

Everyone has a responsibility to safeguard the welfare of children, young people, and adults at risk, whatever the role of the individual, or Birmingham City Council service or Directorates they work in.

Birmingham City Council will work with the appropriate statutory bodies when an investigation into child abuse or a safeguarding adult's investigation is necessary.

The Council is committed to safe recruitment practices and recognises that this fits into an overall corporate approach to safeguarding across a range of functions that need to operate together to be effective. This applies to employees, volunteers, work placements, elected members, licencing, school transport arrangements and any other regulated positions.

The Council's safe recruitment process includes pre-employment vetting which involves establishing full employment histories; proof of identity; satisfactory references; health assessment; checks of qualifications; asylum and immigration checks; and criminal record checks with the Disclosure and Barring Service.

The Council's website will contain links to the current versions of safer recruitment policies that are in force.

In line with the has an overarching responsibility for safeguarding and promoting the welfare of all children/young people and adults in its area. All BCC employees are expected to:

Work in a way that prevents and protects service users from abuse.

- To be aware of the signs of abuse or neglect.
- Recognise the signs of abuse and neglect; and
- Record and report any concerns or incidents.
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***At Birmingham City Council (BCC), we are committed to creating an environment and culture that promotes equality, diversity, and inclusion; making sure BCC is a place for people to be their best, authentic selves.***

***We welcome applications from people of all backgrounds, including those with caring responsibilities and flexible working options will be considered. We are building up our vibrant staff networks for peer-led support, with safe spaces for those who need it and offer access to our talent programmes to support everyone in reaching their aspirations and fulfilling their potential.***