

Job Description

POST:	Cluster Manager
RESPONSIBLE TO:	Regional Service Delivery Manager
SALARY:	Scale point 27 – 31 (£30,507 - £33,799) + Local Government Pension + Expenses
LOCATION:	Oldham Cluster of Academies, Oldham
WORKING PATTERN:	Full time, 37 hours per week, 52 weeks per year
DISCLOSURE LEVEL:	Enhanced

JOB PURPOSE:

The Cluster Manager is responsible for all aspects of technical ICT operations in a pre-defined geographic area. The role exists to facilitate the Regional Service Delivery Manager (RSDM), in a senior technical capacity to deliver an effective, fit for purpose ICT service. The purpose of the role is to:

- Act in a supervisory and hands-on capacity to ensure the smooth running, maintenance and development of ICT systems to facilitate Teaching, Learning, Administration and Leadership for academies within the designated area.
- To lead the onsite support teams in your area to deliver a high quality, cost effective support service.
- To act in a senior technical capacity providing advice, completing projects and technical support both remotely and face to face.
- To support pupils and staff in the appropriate use of ICT, through advice or training
- To work with the regional service delivery manager to deliver ICT support, plan and execute projects and develop ICT in line with the academy's and Oasis wider development plans
- To support other technicians in performing their day to day duties, by providing technical and procedural advice.
- To travel to academies in your area to develop and train onsite teams, oversee projects and manage equipment/software failures.
- To provide a local communication\liaison point between IT and the academy leadership teams and build relationships with onsite technical teams, the assigned sites and the Regional Service Delivery manager.
- To assist in the delivery of, and operate within, the agreed SLA.
- To manage and escalate service requests to RSDM to avoid service breaches. To attend project meetings, and build operational relationships with academy leadership teams where appropriate.

SPECIFIC RESPONSIBILITIES:

A. Desktop & Application Support

- Provide a senior technical support service to maintain, upgrade and repair a wide range of PCs and peripherals; install applications using MS deployment technologies.
- Detect, diagnose and resolve PC, peripheral and application errors.
- Perform advanced diagnosis procedures on PCs, peripherals and applications.
- Advise on compatibility of hardware, applications and operating systems, according to user requirements.
- Build, test and deploy images for client machines using Ghost or WDS

B. Server & Network Support

- Manage and Maintain server and network systems for the assigned sites, including performing server recovery and migration work.
- Management of Hyper-V infrastructure.
- Install and maintain standard network cabling; perform diagnostic and recovery routines on network equipment; configure network clients with appropriate server information and software.
- Install, maintain and support Cisco Phones
- Install software and CDs on servers/desktops in accordance with the necessary change control procedures.
- Maintain hardware and software on the servers; set disk space and printer quotas; create network shares and manage access rights; monitor system logs.
- Responsible for the completion of weekly, termly and annual checks to server, client devices and network infrastructure, recording potential issues on Oasis Call Management System and escalating where required.
- Manage the technical aspects of the academy's learning platform, website and management information systems.
- Manage Antivirus, software updates/patches to ensure that the network is up-to-date and secure.
- Maintain, update and diagnose technical aspects of wireless network, digital signage, cashless catering, door access control, CCTV.

C. Health & Safety

- Ensure basic safety checks are carried out, including annual portable equipment testing.
- Follow relevant H&S procedures and raise awareness among staff, pupils and other users.
- The support and management of the academy's ICT service.

D. Configuration & Installation

- Plan, record and implement changes to hardware and applications; collate and interpret results of testing and advise if goods are fit for use following release management procedures..
- Manage collection and storage of relevant asset and configuration data. Update records of installed hardware and software on the Oasis Call Management Software; maintain a software library and store original copies of installed applications.
- Always ensure that all new deployments, repairs and fixes are fully tested.
- Ask for signature when issuing new ICT resources to staff.

E. Continuity, Maintenance & Security

- Assess risks and develop recovery procedures for key ICT systems; identify failing systems and suggest solutions.
- Develop a maintenance schedule; manage efficient implementation of backup, virus protection and security procedures, including data protection policies.

F. Support Request Management

- Interpret detailed diagnostic information; monitor and manage server logs and use them to inform developments and support procedures; produce reports from support logs to provide basic management information on the volume and nature of requests.
- Prioritise resolution of problems and determine whether external support is required; allocate tasks between support staff, including recording requests, following up calls and implementing a maintenance schedule.
- Produce and analyse reports on support requests for management purposes; advise the academy's leadership team on possible training activities based on support log analysis.
- Provide senior level of in-academy support for more complex requests.
- Set support priorities, balancing response to support requests with need to follow planned monitoring and maintenance, in the context of staff availability and wider ICT service demands.
- Make sure all requests for ICT Support, new projects/purchases or major changes are recorded on the Oasis Call Management System (OCMS).
- Determine whether an immediate solution is both required and possible; ensure steps are taken to find a permanent solution if not immediately possible.
- Ensure that service requests are responded or fixed or escalated according to the targets outlined in the Oasis Service Level Agreement. If a breach is about to occur alert the person the call is "assigned to" on OCMS
- Ensure that purchases follow the ICT Purchasing Process, and have the appropriate sign-off.
- To deliver best value; where possible advise and procure hardware/software from the standard OCL hardware/software catalogue.

G. Internal Support Arrangements & External Contracts

- Work to the academies support service definition and note problems in maintaining service levels; track external support calls and report performance of external contracts.
- Liaise with the central service desk team, the regional service delivery manager and external providers/manufacturers to facilitate in the resolution of escalated service requests.
- Interpret and report external service response data and provisionally assess effectiveness.

H. Strategy & Planning

- Plan and implement changes to elements of the ICT service.
- Identify possible ICT requirements and liaise with regional service delivery manager to develop outline specifications for solutions.
- Identify software, hardware and working practices required to fulfil functional specifications as defined by academy staff.

I. Budget & Team Responsibilities

- Track expenditure against a budget and produce simple estimates for planned expenditure on consumables and similar; purchase lower value items following academy procedures.
- Work as part of a team both onsite and in the wider context of the Oasis IT Department.
- Adopt flexible working practices, which could include travel to other sites.
- Lead, mentor and motivate ICT technical support staff in area.

J. Personal ICT Development

- Attend relevant courses and actively seek to broaden knowledge and skills relevant to responsibilities.
- Maintain and extend personal expertise in specific areas of ICT to provide appropriate advice and support.

K. Communications

- Support staff and pupils in the use of ICT resources through direct interaction and by producing help sheets.

- Manage routine contacts with external contractors and suppliers.
- Liaise with senior academy staff and negotiate with suppliers and external contractors.
- Conduct training on appropriate use of ICT resources; document systems and procedures

L. Educational Awareness

- Attend and support staff training sessions, to increase personal understanding of how ICT is used in specific contexts.
- Read academy policy documents, schemes of work and curriculum plans; attend relevant meetings.
- Read online and published materials about the educational use of ICT; attend relevant meetings.
- Regularly access key ICT education web sites to keep abreast of changes and developments.

M. Safeguarding children and young people

Oasis Community Learning is committed to safeguarding and promoting the welfare of children and young people. We expect all staff to share this commitment and to undergo appropriate checks, including an enhanced DBS check.

The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment.

The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed.

Cluster Manager Person Specification

Our Purpose

Oasis Academies exists to provide a rich and balanced educational environment which caters for the whole person - academically, vocationally, socially, morally, spiritually, physically, emotionally and environmentally. Our task is to serve our students as well as to provide a learning hub for the entire community. In this way we will raise aspirations, unlock potential and work to achieve excellence through encouraging a 'can do' culture which nurtures confident and competent people.

Oasis Community Learning Ethos

Our ethos is an expression of our character - it is a statement of who we are and therefore the lens through which we assess all we do. Our work is motivated and inspired by the life, message and example of Christ, which shapes and guides every aspect of each of our schools. This is foundational to our belief that all people are created and loved by God as equal and unique beings, and to our commitment to model inclusion and compassion throughout all the aspects of the life and culture of each Academy community.

For further information, please refer to the Education Charter document which accompanies this job description.

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • ITIL foundation • Right to work in the UK. 	<ul style="list-style-type: none"> • Compti A+, N+ or other MCP • Degree or other Higher Education Qualification
Experience, Skills & Knowledge	<ul style="list-style-type: none"> • Experience in a senior IT role, either as a deputy team leader or technology • A strong IT technical background. • Evidence of being a good communicator • Enthusiastic approach to Customer Service • Knowledge of, or experience using a service software package or working to an SLA • Good technical skills with MS Technologies • Strongly task-driven/multi-tasking • Pro-active learner • Good oral and written communication skills. • Self-motivated. • Sound problem analysis and problem solving skills 	<ul style="list-style-type: none"> • Experience working in an Educational environment. • Knowledge of any of the following: Symantec Antivirus,, IP Telephony, Cisco Switches and Wireless AP's, VLANs, MS SQL, Web filtering technologies,
Personal Qualities	<ul style="list-style-type: none"> • Team player prepared to work to achieve results. • Enthusiastic approach to customer service. • Highly energetic. 	

	<ul style="list-style-type: none">• Tactically driven.• Willing to work evenings and travel occasionally.• Commitment to safeguarding and promoting the welfare of children and young people• Willingness to undergo appropriate checks, including enhanced DBS checks• Motivation to work with children and young people• Ability to form and maintain appropriate relationships and personal boundaries with children and young people• Emotional resilience in working with challenging behaviours and attitudes to use of authority and maintaining discipline• Have a willingness to demonstrate commitment to the values and behaviours which flow from the Oasis Community Learning ethos.	
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