| | |
|---|---|
| **Organisation:** | Wardle Trust |
| **Section:** | Core Team |
| **Location:** | Anticipated to be based at Falinge High School, Rochdale but there will be a requirement to work within partner/SLA Schools of the Trust as required |
| **Employment Status:** | This is a temporary post due to SLA funding, with a 24 months duration. |
| **Job Title:** | Assistant IT Manager |
| **Hours:** | 36 ¼ hours All Year Round |
| **Grade/Salary:** | PO1 |
| **Grande Range:** | Points 33 to 36 |
| **Accountable to:** | IT Manager |
| **Accountable for:** | N/A |
| **Special Conditions of Service:** | All posts require satisfactory pre-employment checks including enhanced DBS clearance prior to appointment. From time to time you may be expected to work outside normal working hours to participate in duties that are otherwise not indicated in your job description. (Example): Supporting Open Evenings and other out of hours school events as and when required. You would be expected to work outside normal working hours to participate in routine systems upgrades and general maintenance that is not possible during normal working hours. Requirement to undertake First Aid Training and provide first aid cover as necessary. A full driving licence and access to a vehicle with business insurance is required. |

Wardle Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

**Organisational Chart:**

| |
|---|
| **IT Manager** |
| **Assistant IT Manager** |

**IT Support Technician**

**PURPOSE AND OBJECTIVES OF THE ROLE**

To provide a high quality, efficient IT service which supports the Academy Trust and partner schools.
Daily contact will be required to respond to end user support calls, where you are required to provide technical support in identifying user, software and hardware problems and their resolution.
Methods of communication will be by telephone, email, written and in person. You are expected to maintain a high level of professional conduct at all times.

**Control of Resources**

**Personnel**
If appropriate, any staff as directed by the IT Manager.

**Safeguarding**
Fulfill responsibilities and obligations in relation to the safeguarding of children.

**Financial**
To work in accordance with Financial Regulations and procedures of the Academy Trust.

**Equipment/Materials**
To be responsible for the safe use of equipment/materials used by self, colleagues and students accountable to the post holder.

To adhere to the Academy Trust rules and regulations relating to the use of IT, e-mail and intranet/internet access.

**Health/Safety/Welfare**
Responsibility for the safety and welfare of self, colleagues and students in accordance with the Health and Safety Policies of Wardle Trust, and current legislation.

**Equality and Diversity**
To work in accordance with Wardle Trust's Policy relating to the promotion of Equality and Diversity.

**Training and Development**
The post holder will be responsible for assisting in the identification and undertaking of his/her own training and development requirements in accordance with Wardle Trust's Appraisal Framework.

**Relationships (not exhaustive)**
Headteacher
Senior Leadership Team
Colleagues
Teaching Staff
Associate Staff
Students
Parents
Visitors
Contractors

**Values and Behaviours**

**A**CCOUNTABILITY - Aiming for excellence, taking responsibility and being answerable for actions.
**S**TRENGTH – Having the courage to take risks, be innovative and embrace change.
**P**ASSION – Enjoying an enthusiasm for learning and living.
**I**NTEGRITY – Knowing and doing what is right regardless of influence.
**R**ESPECT – Valuing and caring for the environment, self and others.
**E**NDURANCE – Maintaining efforts in order to maximise success.

Wardle Trust has high expectations of its pupils and staff and we expect our employees to be aware of, and apply these values and behaviours at all times.

**Responsibilities**

The postholder must:

1.   Perform his/her duties in accordance with the Equal Opportunities Policy.
2.   Ensure that the Trust's commitment to public service orientation and care of our customers is provided.
3.   Be able to render regular and efficient service to undertake the duties of this post.

**Principal Duties**

- To provide IT support to Wardle Trust and partner schools ensuring that targets and standards are met in accordance with the Teaching and Learning ethos.
- To ensure that all help desk calls are dealt with efficiently and appropriately, and escalated where necessary in accordance with policies set and in accordance with service level agreements as required by the IT Manager.
- To provide and maintain computer equipment and peripherals to staff and students ensuring that maximum uptime is achieved.
- To provide disaster recovery support following routine code of good practice
- To support the IT Manager in desktop and server builds including safe recovery procedures.
- To support the IT Manager in routine network monitoring and maintenance using tools provided.
- To support the IT Manager in image builds, captures and deployment.
- To monitor network activity ensuring the networks runs smoothly.
- Undertake training as required and be responsible for keeping abreast of any new developments and changes to technical guidelines.
- To advise the IT Manager of any problems that may affect the efficient running of the department both short and long term.
- To assist and manage IT related projects as required
- Assist in the strategic planning for the whole range of IT resources
- Provide training to staff
- Manage the IT team in the absence of the IT Manager to ensure business continuity is maintained
- When required work outside of contracted hours in order to ensure business functionality is maintained and/or improved.

**Administration**

- Keep an events log of all incidents, faults for reference purposes.
- Keep the inventory/ asset database up to date.
- Ensure that management information is collected and maintained.
- Create and update IT related documentation.

**Equipment and other school resources**

- Responsible for the safeguarding of computer rooms and equipment, ensuring that data is stored safely, and backed up in accordance with the backup strategy in operation.
- Responsible for keeping the school equipment inventory up to date ensuring that equipment is asset tagged and clearly recorded in the asset database, including equipment that has been moved or disposed of.
- Responsible for the issue of any IT resources and ensuring it's return as needed or when the employee leaves the organisation.
- Responsible for the safe dismantling and disposal of computer equipment, ensuring compliance with Hazardous Waste Regulations.
- To be compliant with health and safety rules and regulations, reporting accidents or hazards immediately.

**Secondary Duties**

1. To attend and participate in meetings as required.
2. To participate in programmes of training as a trainee and when required as a trainer facilitator.
3. To support and participate in team working within the Trust, including working within other areas as required in the light of operational needs of the Trust and to facilitate the career development of the post holder.
4. To undertake such other duties and responsibilities of an equivalent nature commensurate with the level of responsibility that may be allocated periodically, as may be determined from time to time by the Headteacher (or nominated representative) in consultation with the postholder (and if he/she so wishes, with his/her Trade Union representative).

Job Description Prepared by: _____ _____ Date: _____

Postholder Signature: _____ Date: _____

*This job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once each year as part of the performance management cycle and may be subject to modification or amendment at any time after consultation with the post holder.*

<table>
<tr><td colspan="2" align="center"><strong>Wardle Trust<br>Person Specification</strong></td></tr>
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| Organisation : | Wardle Trust | Post: | Assistant IT Manager |
|---|---|---|---|
| Section : | Core Team | Scale: | |

**Note to Applicants:**
***Essential Criteria* (E)** are the qualifications, experience, skills or knowledge that you <u>MUST SHOW YOU HAVE</u> to be considered for the job.

There are a range of methods by which this information can be obtained. The '*How Identified'* column illustrates how the Trust will obtain the necessary information about you.

For example: Where **(AF)** is indicated next to an *Essential Criteria* you <u>MUST</u> include details relating to this aspect in your **Application Form**. You must include examples from either paid or voluntary work. Do not leave gaps in employment.

**Wardle Trust is committed to safeguarding and promoting the welfare of children and young people and expects staff to share this commitment.**

| Criteria | Essential (E) or Desirable (D) | How Identified: AF Application Form I Interview A Assessment |
|---|---|---|
| **Qualifications** | | |
| Minimum CompTia A+ and/or N+ qualification or higher | D | **AF, I, check certificates** |
| Current IT vendor certification Or ability to demonstrate equivalent experience | D | **AF, I, check certificates** |
| Willingness to complete appropriate training and professional development | E | **AF, I** |
| **Skills and Experience** | | |
| Good communications and interpersonal skills | E | **AF, I** |
| Logical thinker and ability to act on own initiative | E | **AF, I** |
| Experience of working within a busy customer focused, service driven IT support department preferably (but not essential) within a school environment | E | **AF, I** |
| Willingness to complete appropriate training and professional development | E | **AF, I** |
| Excellent fault diagnosis and remedy skills understanding the importance of adopting a logical approach to fault finding, working within codes of good practice | E | **AF, I** |
| Experience of: Microsoft Office 2013, Windows 7 and Network printers | E | **AF, I** |
| Experience VMware and/or Microsoft SCCM and/or Cisco Networking equipment | E | **AF, I** |
| Strong server and desktop administration skills to identify and resolve server and desktop operating system faults | E | **AF, I** |
| Strong networking skills | E | **AF, I** |
| Experience of installing of hardware, software and peripherals | E | **AF, I** |
| Experience of working with modern versions of Microsoft Server and Microsoft Desktop operating systems | D | **AF, I** |
| Experience working with cloud products such as Office 365 & G Suite. | D | **AF, I** |
| **Knowledge and Ability** | | |
| Understanding of the importance of safeguarding/child protection when working in a school setting | E | **AF, I** |
| Ability to prioritise own workload, work to deadlines and as part of a team | E | **AF, I** |

| | | |
|---|---|---|
| Knowledge of working with current IT technologies including hardware and software | **E** | **AF, I** |
| Knowledge of routine PC maintenance procedures and fault diagnostics | **E** | **AF, I** |
| Ability to relate well to both Staff and Students with a range of IT abilities | **E** | **AF, I** |
| Flexible and open minded approach to completion of work | **E** | **AF, I** |
| Detailed knowledge of a wide range of IT technologies with a particular focus on IT in education | **E** | **AF, I** |
| Detailed knowledge of fault diagnosis and remedy | **E** | **AF, I** |
| Genuine interest in current and emerging technologies and their relevance / application in education | **E** | **AF, I** |
| **Values and Behaviours** | | |
| Approach the job at all times using the values and behaviours of the ASPIRE ethos:<br>**A**CCOUNTABILITY - Aiming for excellence, taking responsibility and being answerable for actions.<br>**S**TRENGTH – Having the courage to take risks, be innovative and embrace change.<br>**P**ASSION – Enjoying an enthusiasm for learning and living.<br>**I**NTEGRITY – Knowing and doing what is right regardless of influence.<br>**R**ESPECT – Valuing and caring for the environment, self and others.<br>**E**NDURANCE – Maintaining efforts in order to maximise success.<br>Please confirm you are willing to adhere to these values and behaviours. | **E** | **AF, I** |
| **Special Working Conditions** | | |
| From time to time you may be expected to work outside normal working hours to participate in duties that are otherwise not indicated in your job description. (Example):  Supporting Open Evenings and other out of hours school events as and when required | **E** | **AF, I** |
| You would be expected to work outside normal working hours to participate in routine systems upgrades and general maintenance that is not possible during normal working hours | **E** | **AF, I** |
| A full driving licence and access to a vehicle with business insurance is required | **E** | **AF, I** |
| This post is based at any SLA school but there may be a requirement for you to work at any of our partnership schools as required | **E** | **AF, I** |
| Requirement to undertake First Aid Training and provide first aid cover as necessary | **E** | **AF, I** |