



Ribston Hall High School

Job Description

IT Services Manager

Full time 37 hours per week, All Year Round

Salary NJC SCP 35-39 £46,142 - £50,269 (pay award pending)

Job Purpose

To be responsible for ensuring that the school's ICT network and associated cloud systems operate efficiently, effectively, and securely to meet the needs of staff and students, supporting high-quality teaching and learning across the school.

Act as Strategic Digital Lead maintaining a forward-thinking vision and strategic direction for the development of ICT systems, contributing to and shaping the school's long-term ICT strategy in conjunction with the SLT

To line manage the IT team.

Main Duties and Responsibilities

- Lead, supervise, and manage the ICT team, ensuring effective performance and professional development
- Ensure all ICT equipment, including hardware and software, is maintained in good working order, with day-to-day issues resolved promptly
- Manage, maintain, and develop the school's network and server infrastructure, ensuring high levels of performance, reliability, availability, and rapid service restoration in the event of failures
- Monitor and manage network performance and security, diagnosing and resolving faults as required
- Take responsibility for the school's cyber security, ensuring robust protection against threats, including maintaining effective anti-virus and anti-malware systems and proactively identifying risks
- Manage and develop the school's backup systems and disaster recovery plan, working with the Senior Leadership Team (SLT) to ensure strategies remain up to date and effective
- Administer and maintain the school's Microsoft 365 tenant, including user account management, licensing, security policies, and service configuration
- Support the adoption of cloud-based tools to enhance teaching, learning, and operational efficiency
- Act as the main point of contact for all technical matters with external providers, including manufacturers, suppliers, ISPs, cloud service providers, and support organisations
- Lead the procurement of ICT equipment, software, services, and contracts, ensuring compliance with specifications and achieving best value for money
- Manage the ICT budget on a day-to-day basis in conjunction with the Finance & Operations Manager, monitoring expenditure and reporting any significant variations
- Routinely review ICT contracts and services to ensure cost-effectiveness and value for money, negotiating with suppliers where appropriate

- Develop, in conjunction with the Finance & Operations Manager and SLT, a long-term strategic plan for ICT (including a 3–5 year roadmap) to support the school's development and inform budget planning
- Maintain accurate and up-to-date records and documentation, including network diagrams, asset inventories, licences, warranties, and equipment audits
- Oversee the effective operation and ongoing review of key systems, including CCTV, printing services, telephony, access control systems and biometric systems
- Ensure compliance with relevant policies, standards, and health and safety requirements relating to ICT systems and equipment
- Remain up to date with emerging technologies, innovations, and developments in ICT, particularly those relevant to education and the curriculum
- Work with safeguarding leads to ensure appropriate filtering, monitoring, and online safety systems are in place to protect students
- Work closely with the SLT to provide technical advice and contribute to strategic decision-making and future developments in ICT
- To manage the project lifecycle of new initiatives from initiation, planning, execution, monitoring and controlling through to completion
- Prepare and present reports on ICT performance, risks, and developments to SLT and Trustees as required
- Undertake any other reasonable duties commensurate with the role, as directed by the Headteacher or Senior Leadership Team

Qualifications and Experience

- Relevant ICT qualification(s) or equivalent professional experience
- Proven experience providing ICT support within a school or similar educational environment
- In-depth knowledge of ICT networks, including routing and switching infrastructure, server operating systems, and network management systems
- Strong working knowledge of Microsoft 365 tenants and associated services

Knowledge and Skills

- Sound understanding of health and safety requirements in relation to ICT equipment
- Strong organisational skills, with the ability to prioritise workload and meet deadlines effectively
- Self-motivated, with the ability to work independently and use initiative

Supervision Received

The postholder will be responsible to the Headteacher through the Finance and Operations Manager.

Supervision Provided

The postholder will be responsible for the line management of the ICT Technician and/or team.

Principal Contacts

Teaching staff, Support staff, students, Trustees and external bodies (contractors/suppliers, and other external partners)

Special Conditions

This job description sets out the main duties of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of

responsibility entailed. Such temporary variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.