

# We Are Hiring IT MANAGER

Creativity

Holistic  
Education

Open-  
Mindedness

Individuality

<b>Responsible To:</b>	Communications Officer
<b>Location:</b>	Central Office & across the TCW sites
<b>Hours:</b>	Monday - Wednesday - 8.30am - 4.30pm Thursday - 8.30am - 6.00pm Friday - 8.30am - 4.00pm
<b>Salary:</b>	From £40,000 FTE per annum

## Role Summary:

This position entails overseeing the daily operations, setup, upkeep, accessibility, and safety of the IT network throughout TCW. This includes delivering user support, troubleshooting and managing both hardware and software systems.

## Responsibilities:

### 1. User Support and Administration

- Provide high quality IT support to staff and students across our schools
- Oversee user administration including management and deletion in line with our data protection policies
- Assist with the assignments of devices to staff and students, including laptops, chromebooks and mobile phone devices
- Where necessary create and issue IT user guidance to assist staff and students
- Liaise with third parties regarding issue escalation, SLA's, purchasing, licensing and service provision, to provide a high-quality IT support service across the school
- Ensure the smooth running of all communications throughout the company

### 2. Maintenance and Management

- Hold responsibility for the smooth running of all electronic communication, ensuring the safeguarding of sensitive information and appropriate access to systems
- Manage all aspects of Google Workspace, including Gmail, Drive, Docs, Sheets, Slides, Classroom, and other integrated applications
- Hold responsibility for the day to day maintenance of printers, devices and core systems
- Work with the facilities team to maintain the asset register. including logging and reporting of hardware, software and IT assets and any licences/maintenance agreements
- Carry out system checks and scheduled maintenance activities
- Ensure the safe and reliable running of the IT infrastructure to maintain the integrity and security of the network
- Responsibility for the control and governance of ICT functions (e.g. user accounts, servers, workstations, routers, switches)
- Work with the Safeguarding team to share in the responsibility of safeguarding our students and staff, including the management of our Lightspeed system

### 3. Analysis and Development

- Conduct thorough research and provide recommendations on innovative educational software solutions
- Evaluate, test, and deploy new software applications to further enhance our educational offer
- Analyse patterns and trends in IT data to anticipate, investigate and resolve problems in systems
- Stay up to date with current trends in EduTech and IT systems to ensure ongoing innovation and relevance
- Meet regularly with senior leaders to ensure both alignment with business needs and identify opportunities for service and systems improvements
- Contribute towards the development and maintenance of ARIEL, a bespoke web-based management information system

### 4. Compliance

- Comply with and contribute to the review of TCW's IT related policies and procedures, working closely with the data protection team
- Oversee the disaster recovery procedure and highlight any areas of risk
- Promote the importance of internet safety throughout all practices

### 5. Be a part of the TCW team

- Promote the school ethos and values in all work
- Work as a member of the tech team to ensure a smooth running of school events, such as assemblies and the annual showcase
- Offer technical assistance as required for recording of training sessions
- Undertake any ad-hoc tasks that can be reasonably expected in relation to the role
- Attend meetings and staff training as required

## Person Specification:

### Essential:

- Qualification at degree level or equivalent
- Excellent understanding of Google Workspace
- Highly motivated to push the boundaries with new innovative technologies
- Knowledge/experience working with school management systems
- Strong analytical skills with the ability to assess complex situations and develop practical solutions.
- Ability to handle logistics effectively and calmly
- Experience in administrative duties, preferably with experience of using a MIS within a school setting
- Creative and dynamic with high levels of attention to detail
- Ability to work alone and with initiative
- Excellent organisational and planning skills and ability to multitask
- Adaptable and flexible approach to work
- Willing to embrace change and challenge processes to improve efficiency
- Able to manage workloads and prioritise efficiently when needed
- A team player who is able to develop effective relationships with the team and work in partnership with others
- Excellent numeracy, written English and verbal communications skills
- Strong administration skills
- Good I.T. knowledge of using Microsoft Office packages, Gmail, Google Drive, etc
- Excellent telephone manner
- Personable, professional and courteous in manner
- A friendly, positive and proactive attitude to work
- Able to manage stressful environments
- Able to be discreet and loyal, and handle confidential material professionally

### Desirable:

- Experience of working in an educational environment
- Experience of working in a creative environment
- Knowledge of safeguarding matters
- Experience of working in a charity

## Extra Information:

This is a salaried full time position. This role is only expected to work in the office during term time with the exception of an additional 10 specified, out-of-term, office days (dates TBC in advance of the commencement of the school year or upon request). Official leave is 20 days per annum (to be taken out of school time) plus bank holidays. During periods of school closure, it is expected that the role will maintain a commitment to fulfilling the responsibilities of their position, managing their own time and workload, while remaining fully contactable unless on annual leave. This role may also be entitled to up to 5 days unpaid term-time leave per annum, to be taken in blocks of no more than 2 days at the discretion of the Executive Headteacher.

This role is based in the central office and will need to visit any of the TCW sites based upon need.

The working hours are based on 8.30pm-4.30pm with a 30-minute lunch break during weekdays with some planning, preparation, reports, admin and meetings taking place outside of these hours. TCW reserves the right to hold meetings, social events and performances after these hours, which you would be expected to attend. This includes weekly Thursday training sessions, which run 4:30pm-6.00pm and the TCW showcase. Dates are provided at the beginning of every new academic year.

This role will be directly managed by the Communications Officer with performance reviews happening in line with the appraisal policy.

It is expected that all successful candidates will follow the policies and procedures of TCW at all times and conduct themselves in a manner that is deemed acceptable and appropriate by the CEO and Exec Head of TCW in accordance with the staff handbook.

All teachers and members of management will be required to meet the Ofsted criteria of good and always aim for outstanding as depicted in the Ofsted guidelines. Staff will be required to attend extra, unpaid training if they do not meet the criteria for good.

**THE POST HOLDER WILL BE SUBJECT TO AN ENHANCED DISCLOSURE AND BARRING SERVICE (DBS) CHECK**

**We are committed to safeguarding and promoting the welfare of children, young people and adults at risk. We expect all staff and volunteers to share this commitment.**