# JOB DESCRIPTION

**Job Title:**       **IT Service and Development Manager**

**Salary:**          Band B to C (£31,371 - £40,760)

**Hours of work:**   37 hours per week, all year round

**Base:**            Flexible central team offices and based in Trust schools

**Line Manager:**    Operations Manager

**Purpose of the Role:**

The IT Service and Development Manager role within the Flying High Partnership is wide and varied, leading on the strategic direction of the service to ensure it is not just fit for purpose but focused on development and innovation.

The role will require a leader who can shape a vision for IT ensuring schools and the central team have the infrastructure, devices and staff training to realise this vision to support the delivery of outstanding teaching and learning and business services.

The role will be fundamental to enable IT to be a driver for school improvement across the curriculum and all schools.

**Main duties and responsibilities:**
- Lead on the creation of a Flying High vision for IT linked to development and innovation for teaching and learning and business services.
- Line manage and develop a team of passionate IT technicians to deliver the very best for our schools.
- Work with the Operations Manager, central team and schools to create a Trust vision for IT, bespoke to the needs of individual schools.
- Lead on quality assurance of the service to ensure it is fit for purpose and draws on innovative ideas to provide the best service to teaching and non-teaching priorities – excellence and efficiency!
- Support the growth of the Trust linked to the service and growth of the IT team to enable new schools to join the partnership and transition to the Flying High IT service.
- Provide technical support for a designated number of schools to enable growth of the Trust and future growth of the IT team.
- Manage an IT budget for staffing and non-staffing investment and expenditure achieving excellence and value for money.

- Project manage developments and innovation in IT for the benefit of the partnership – plan, procure and implement.
- Establishing systems and communication to bring efficiency and enable staff to get the best from the technology in their school.
- Lead on policy development in terms of E-Safety and ensuring secure and GDPR compliant systems.
- Ensuring our schools help shape the service we collectively deliver.
- Leading on the creation of a CPD programme to support IT Technicians and school based staff to deliver the very best education and business support with the primary aim of enabling everyone to be the best they can be.
- To undertake any other appropriate duties, as requested by the line manager, to assist with the efficient running of the school's support services.

| Person specification – Senior ICT Technician | | |
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| Criteria | Essential | Desirable |
| **Qualifications and Education** | | |
| GCSE English and Maths at Grade C or above (or equivalent) | x | |
| To have evidence of continued professional development | x | |
| Current driving licence and access to own transport | x | |
| Microsoft (or equivalent) technical qualification | | x |
| **Experience** | | |
| Experience of network and IT systems, including;<br>- Microsoft Active Directory<br>- Desktop OS Management<br>- General Network Hardware<br>- Active Directory, Group Policy, DNS, DHCP, WDS | x | |
| Experience of Hardware & Software maintenance including;<br>- Installation and Configuration<br>- Computer Imaging | x | |
| Experience of leading change and the development of IT delivery | x | |
| **Skills and Abilities** | | |
| Excellent communication skills written and verbal to enable and promote effective relationships | x | |
| Able to work independently, flexibly and creatively | x | |
| A strong commitment to inclusion and overcoming barriers to learning and achievement. | x | |
| Ability to deliver excellent training when needed | x | |