

## **JOB DESCRIPTION**

**Job Title:** IT Director

**Grade:** GR7

**Hours:** FT

### **Training Available**

Developing improvement strategies and providing leadership in improvement for a business.

### **1.0 Job Purpose**

- Ensure the smooth operation of all ICT facilities, servers & infrastructure to accommodate Teaching, Learning, Administration & Leadership across the Academy Trust
- To operate as the MAT Strategic Lead on all projects related to ICT
- To provide consultancy and technical support in person, by telephone & by e-mail
- Recruit, support, guide and develop Network Managers & Technicians across the Academy Trust
- Regular travelling between local & distant sites where appropriate to offer continued support
- Work alongside the Network Managers & Technicians to continually develop ICT facilities across the Academy Trust

### **2.0 Duties and Responsibilities**

#### **Client, Server and Application Support**

- Responsible to investigate escalated/unresolved ICT support issues across the Academy Trust
- Consultation & core design of Active Directory Users & Computers
- Consultation & core design of Office 365 & G Suite technologies
- Consultation & design of network infrastructures
- Responsible to investigate and advise on wired, wireless & telephony infrastructure issues
- To work alongside budget holders for all ICT departments within schools across the Trust
- To manage the core ICT technical budget for all schools in the Academy Trust
- To feedback relevant ongoing developments to the CEO, Deputy CEO and Governing Body
- To work alongside the COO to obtain relevant feedback on performance
- Implement and advise on user formats, system allocation & permissions
- Investigate escalated/follow up support for all school information systems and relevant finance platforms
- Advise escalated/advanced requirements, such as Microsoft Excel formulas, school information reports or other advanced functions of Microsoft Office software
- Investigate & advise on complex website & hosting issues
- Work alongside Network Managers to ensure relevant safeguarding software is installed on all devices
- Contribute and work with the Procurement Group and to offer support & guidance on technologies linked to ICT, such as photocopiers, interactive panels & other
- To work with third party suppliers, in relation to Procurement, SLAs & renewal or cancellation of agreements
- To host termly meetings to discuss ongoing developments with Network Managers & Technicians

- To create policies/FAQs on best continuity practices on all matters ICT
- To manage the progression of a project or development & ensure it's followed through, working with Network Managers
- To undertake any other reasonable request, outlined by the CEO or Deputy CEO

### Maintenance/Upgrades

- Advise on repair, maintenance and upgrades of all Desktops, Notebooks, Servers, Tablets & Interactive Whiteboards/Interactive Screens
- Working with the Network Manager, monitoring of network and server infrastructures & observing generated logs or events
- Working with Network Managers & Technicians, to manage existing & new network installations & configurations, including imaging, software deployment & security patches
- Work with other Directors to explore new technologies, developments and their implementations
- As required, working with the Network Manager to thoroughly test software where appropriate before deployment
- Obtain feedback of escalated issues, to detect, diagnose & resolve hardware & software errors escalated from Network Managers & ICT Technicians
- Contribute to the continued development of Network Managers & ICT Technicians, through group sessions or one to ones
- Working with the Network Manager, identify areas of weakness or areas requiring development
- Ensure the Network Managers & ICT Technicians have an up-to-date inventory of all ICT equipment, their serial numbers, approximate age & that they're physically marked/labelled periodically
- Adopt a flexible approach to working hours, allowing out of hours support

### 3.0 Health & Safety

- Appropriate maintenance/observations of Health & Safety issues & the use of ICT equipment
- Take necessary action to decommission or remove unsafe equipment for safety reasons & document your actions

**OBSERVANCE OF THE TRUSTS EQUAL OPPORTUNITIES POLICY WILL BE REQUIRED**

## **4 SUPERVISION RECEIVED:**

**4.1 Supervising Officer's Job Title:  
CEO/Deputy CEO**



Washwood Heath  
Multi Academy Trust

**5 SUPERVISION GIVEN:** (excludes those who are **indirectly** supervised ie through others)

Post Title	Grade	No of Posts	Level of Supervision  (as in 4.1 above)