



Post Title	IT Operations Lead
Salary range/grade	£35,100 - £45,000 (depending on experience)
Responsible to	Managing Director
Type	All year round (20 days annual leave) 40 hours per week
Base	Head Office - Pierview Academy, Gravesend, with responsibility to be in all ALP Schools at least one day per week over a two week period.

Job Purpose

The post holder will be responsible for overseeing the daily operations of ALP School's IT department. This includes ensuring the availability, reliability, and security of IT systems and infrastructure. The post holder will manage IT staff, develop and implement IT policies, the schools IT strategy, and manage IT budgets. Additionally, they focus on aligning IT operations with the overall business goals and strategies.

Key Tasks and Activities:

1. Google Workspace for education admin eg resetting passwords, creating user accounts, changing and adjusting user and device policies, updating url filtering etc
2. Smart remote management systems- Interactive board enrolment, support, policy updates
3. TP-Link Omada networks
4. TES My Concern, Class Charts & provision map - user support, add remove Staff/Student accounts to keep consistency across platforms to ensure they all link up correctly.
5. Satchel/MIS - adhoc user support
6. CPOMS - adhoc user support
7. GAT Labs, Flow & Shield - safeguarding/filtering updates, automation processes
8. Bark - as above but end goal is to phase the system out due to regional (US based software not EU based) differences.
9. Mojo Helpdesk -Manage incoming Tickets, adhoc user support, Adding removing agents into relevant departments as required.

10. VOIP Phones- user management, updating user accounts, updating voice menu's changes as required by heads for each site - general support incase of system issues
11. Yealink Rps - VOIP phone hardware management, device settings, phone directories & firmware updates.
12. Paxton 10 monitoring - User management, Device time settings and access permissions.
13. Direct Print - maintaining platform, adding/removing printers, updating print policy to suit business and head requirements (i.e force double side, black and white only, secure release)
14. Visitor management - general support and monitoring of platform ensuring works as intended, users are added/updated as required, Hardware updates and maintenance as required
15. Easee ev chargers assistance and maintenance - adding/removing users to sites, support with issues such as not charging/not releasing charge leads and advising users on use, assist generating reports for Finance when requested.
16. Chrome Hardware enrollment and deployment.
17. ID card integration, setup and print.
18. Website hosting and maintenance - general maintenance keeping up to date and secure, supporting with updates and page creation as requested. Fault finding issues when they happen
19. CAD drawings/floor plans
20. Contributing towards updating IT related policies
21. Voip Phones and directories - making sure everyone who needs a voip phone has one as above in Yealink RPS
22. Asset Management
23. Keeping Filtering and Monitoring systems up to date with out effecting educational web use
24. Out of hours Emergency support

Managing IT Staff:

Recruiting, training, and managing IT personnel, including conducting performance reviews and providing guidance.

Ensuring System Availability and Reliability:

Monitoring and maintaining the performance of IT systems, networks, servers, and software applications.

Continued liaison and communication with external providers such as Voip4Work

Managing IT Infrastructure:

Overseeing the acquisition, installation, and maintenance of hardware and software, including Google Education, networks, and security systems.

Implement upgrades and when required

Support - Continued guidance and support from external IT support

Installation of new networks and design keeping inline or exceeding DfE guidance.

Working in a structured manner and testing before rolling out minimizing down time.

Project Management (inc research, budgeting, time frames, actioning, schedule of works, project meetings, running a team etc) Existing projects waiting to be deployed: Full

Battery back up on networks and upgrade network infrastructures

Hardware maintenance and support

Security alarm support - advise users on what to do with the situation

Paxton Hardware Support - Liaising with approved contractors to deal with the issue.

Hardware end of life - ensuring Heads/Finance are aware in advance of any large stock replacements.

Correct Network design that meets all standards and regulations at the time of deployment.

Developing and Implementing IT Policies:

Creating and maintaining documentation for IT systems, procedures, and best practices.

To help develop and implement the schools IT strategy

Training - Implementing Policies and access to the Key for Leaders

Managing IT Budgets:

Developing and managing IT budgets for each school, ensuring cost-effectiveness and resource allocation.

Smart hardware procurement - contacting suitable suppliers to arrange price and specification to ensure that the devices are correctly sold with correct licence and service.

Training - Finance for Non-Finance Managers / Budget management course (Business budgeting and forecasting)

Aligning IT with Business Goals:

Ensuring that IT operations support and enhance ALP Schools business objectives and strategic plans.

Mentoring from the schools Business Generalist

Managing Vendor Relationships:

Negotiating and managing contracts with IT vendors and service providers.

Training - Future-proofing IT procurement in line with DfE Standards

Troubleshooting and Problem Solving:

Addressing escalated IT issues and ensuring timely resolution.

Managing the school ticketing system

Delegating task amongst the IT technicians

Staying Up-to-Date with Technology:

Keeping abreast of the latest advancements in technology and recommending solutions to improve efficiency and productivity

Health & Safety:

Building construction H&S (for fire breaching, safety and mounting)

Knowledge of existing buildings and safe routing of cables and mounting to different materials.

Building, fire and construction regulations

Electrical safety and good practice.

Working at heights safety

ALP Schools Specific Tasks

Act as an ambassador for SMART and Lumio Technology. Coordinator other SMART ambassadors ensuring they know their role and promote effective use

Ensure an effective upcycling and recycling system is in place for used IT equipment, inline with Eco-Schools principles

Offer, provide and develop work experience opportunities for students who have an interest in IT,

Alongside the IT team, manage the school's social media and website, ensuring it's compliance and effective use.

Ensure IT supports effective teaching and learning

Deliver staff training where required

Maintain the schools intranet system

To carry out other duties of a similar nature from time to time as may be required by the Management Team

Personal Development and Well-Being

1. To support ALP School's drive for high standards
2. To support and contribute to the school's commitment to enable children to be healthy; stay safe; enjoy and achieve; make a positive contribution; and achieve economic well-being
3. To maintain high expectations of all pupils, respect their social, cultural, linguistic, religious and ethnic backgrounds; and are committed to raising their educational achievement.
4. To demonstrate the ability to liaise sensitively and effectively with parents and carers recognising their roles in pupils' learning.
5. To be able to improve your own practice, including observation, evaluation and discussion with colleagues.

Monitoring and Self-Evaluation

1. Within the ALP Schools' policies and guidelines, to evaluate work to ensure that it consistently responds to the needs of the schools
2. To take action to share areas of strength and remedy any weaknesses

Key Performance Indicators

1. Effective management of IT in all schools
2. Progress made towards the schools IT strategy
3. Effectiveness of school IT systems

Expectations and Values

ALP Schools are committed to continuous learning and all staff are expected to engage in continuing professional learning and development. In common with all who work in the schools, the post holder will also be expected:

1. Act as an ambassador for ALP Schools by supporting our values and expectations.
2. Be a significant presence and role model for students and staff and to meet the dress code fully.
3. Follow and where appropriate enact all relevant policies, procedures and guidelines.
4. Contribute to development through team planning and review meetings.

All staff have a responsibility for providing and safeguarding the welfare of children and young persons s/he is responsible for or comes into contact with.

Special Factors:

1. The nature of the work may involve the post-holder carrying out work outside of normal working hours.
2. The post-holder may be required to attend, from time to time, training courses, conferences, seminars or other meetings as required by his/her own training needs and the needs of the service.
3. Expenses will be paid in accordance with the Local Conditions of Service.
4. This post is subject to a check being carried out at an Enhanced level by the Data Barring Service regarding any previous criminal record.

The above responsibilities are subject to the general duties and responsibilities contained in the Written Statement of Particulars.

This job description sets out the duties and responsibilities of the post at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

ALP Schools seek to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Disability Discrimination Act 1995 to accommodate a suitable disabled candidate.

Signature: _____(Employee) Date:_____

Signature:_____ (Employer) Date:_____

Person Specification

The person specification shows the abilities and skills you will need to carry out the duties in the job description. Short-listing is carried out on the basis of how well you meet the requirements of the person specification.

Your application should mention any experience you have had which shows how you meet these requirements.

Qualifications and Experience

- Hold recognised training/qualifications associated with being an IT Operations manager
- In-depth Experience and knowledge of IT systems, networks, and infrastructure.
- Experience with IT service management frameworks

Ability, Skills, Knowledge

- Ability to perform the physical tasks required by the post including lifting, carrying and pushing various equipment to undertake the duties of the post
- Good communication skills
- Ability to manage and team
- Excellent numeracy and literacy skills
- Excellent IT skills
- Knowledge of how to effectively manage a budget
- Ability to gather information, analyse data and problem solve
- Ability to manage own time effectively and demonstrate initiative including establishing priorities
- Ability to prioritise and manage workflow whilst maintaining a flexible approach to respond to urgent requests
- Display a conscientious and logical approach to the variety of tasks necessary for the smooth running of the schools
- Ability to adapt to changing and conflicting demands
- Ability to be flexible and work as part of a team or individually as required
- Ability to demonstrate an understanding of children with special educational needs
- Ability to contribute to the life of the school
- Ability to adhere to the school's policies and procedures and most importantly the equal opportunities policy, child protection policy and all health & safety related policies.
- Ability to comply with Health & Safety regulations to ensure that all duties are carried out safely

Other

- To hold a full driving licence and be willing to drive a school vehicle as part of the role.