Central RSA Academies Trust Job Description:
IT Strategic Lead

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Accountable to:	Executive Principal (CEO)
Post Type:	Full Time
Salary and Conditions:	Scale 46-49 £41,846 – £44,697
Location:	West Midlands. The nature of the work may involve the post-holder carrying out work at different academies within the Trust, so may require travel between sites.
Job Purpose:	The Trust IT Strategic Lead is responsible for the strategic management, development and maintenance of an efficient IT infrastructure and technical support service, including the procurement, deployment and upgrading of IT resources across all schools in the Trust. The post holder will be expected to shape IT strategy to the needs of all stakeholders while delivering value for money.

This new senior leadership role will ensure there is a clear assessment of the IT standards of all of our schools. They will develop a strategic plan, to evolve over time, encompassing existing and joining academies, to ensure delivery of an excellent service.

The right individual will take advantage of the resources in place across the academies in the Trust to develop joint procurement arrangements ensuring best value. They will have the experience to conduct due diligence on new schools joining the Trust to ensure they comply, over time, with our established IT procedures via effective transition planning and ensure that this happens at the time of – or as quickly as possible after - conversion.

They will also be able to describe how the Trust will prioritise optimisation of grant funding and other income generation to augment our spending power, and this includes exploring how we can partner with commercial organisations to increase our capacity to invest and deliver the very best in learning and development.

The Trust IT Strategic Lead's role is to direct and lead the:
- Installation and maintenance of the Trust's IT resource;
- Oversight of external IT suppliers and contractors according to specific service level agreements and key performance indicators;
- Development and management of a high specification and reliable Trust network;
- Development of suitable network management tools that can support the service;
- Maintenance of a documented network change management system;
- Monitoring, managing and planning of changes in the Trust's IT resource for safe and effective use by pupils and staff;
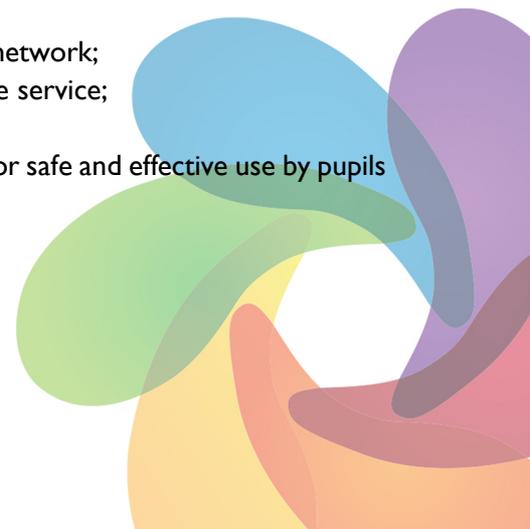
- Development of the Trust's and individual schools' resources and IT support services in line with educational objectives;
- Process of ensuring legal and contractual obligations relating to IT resources, systems and services are met, working with the Trust Data protection officer(s) and Data leads to ensure security of data handled
- Evaluation of the latest technology and systems in line with their appropriateness for use in Trust schools;
- Strategic development and maintenance of systems to support effective educational administration, data management and support systems.

Key Accountabilities:
- Development and implementation of Trust IT Policies, Strategy and Planning:
- Maintain an overall view of the capabilities of the Trust's IT service and contribute to continuous improvement to meet future needs. Identify software, hardware and working practices required to fulfil functional specifications.

Budget and Team Responsibilities:
- Be responsible for strategic business and financial planning to ensure that the IT service meets the Trust's vision and needs, including accountability for the IT budget in conjunction with the Trust's Executive Team.

We need you to be an inspirational leader and effective delegator who can ensure our IT Teams across the trust deliver the very best support service via:

Leading IT Managers across the Trust schools to deliver:
- Manage the schools' IT Managers' workload and priorities, carrying out annual performance management reviews for prescribed members and negotiate specific personal development goals
- Oversee an up-to-date asset management system which adequately monitors and controls use of all IT resources
- Develop IT financial management processes and procurement policies with reference to Trust procedures
- Manage tenders for IT resources and advise on appropriate use of national and local framework contracts
- Desktop and Application Support - Oversee the maintenance and repair of a wide range of PCs and peripherals, installing and completing applications. Advise on compatibility of hardware, applications and operating systems according to user requirements.

Server and Network Support:
- Ensure that basic diagnostic and recovery routines on network equipment are undertaken, and that the network is configured with appropriate server information and software
- Design effective architecture that provides reliable and secure network connectivity across the Trust
- Maintain the server hardware and software
- Ensure appropriate security and protection of servers and networks are in place
- Ensure appropriate systems are in place
- Monitor system logs
- Set disk space and printer quotas
- Install additional servers and upgrade the network operating system
- Create network shares and manage access rights

Configuration, Procurement, Commissioning and Installation:
- Lead on the procurement, commissioning and configuration of IT systems, networks and equipment, including hardware, peripherals and software, and ensure efficient performance and deployment of appropriate support services
- Oversee planning, recording and implementing changes to hardware and applications.

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- Collate and interpret results of testing and advise if goods are fit for use.
- Design and apply simple processes to manage configuration and change across the Trust, and implement a structured approach to rolling out new hardware/software

Support Management:
- Establish and implement an effective in-house system to respond to support requests according to Trust procedures, recording detailed diagnostic information and using appropriate knowledge bases/logs to inform diagnosis and resolutions
- Review reports and interpret diagnostic information, using them to inform developments and support procedures
- Produce reports from support logs to provide basic management information on the volume and nature of requests
- Allocate tasks between support staff, including recording requests, following up calls and implementing a maintenance schedule
- Produce and analyse reports on support requests for management purposes and advise the Trust Executive team on possible training activities
- Ensure systems are in place to prioritise problems and determine if external support is required

Internal Support Arrangements and External Contracts:
- Assess needs, define standards of service and recommend internal and external support arrangements and contracts to deliver an effective IT service in each school
- Oversee and monitor progress against agreed service level agreements (both internal and external), review contract arrangements and address strengths and weaknesses
- Assist schools' IT Managers in defining appropriate support service definition and support arrangements, collating data to inform review processes
- Interpret and report external service response data and provisionally assess effectiveness
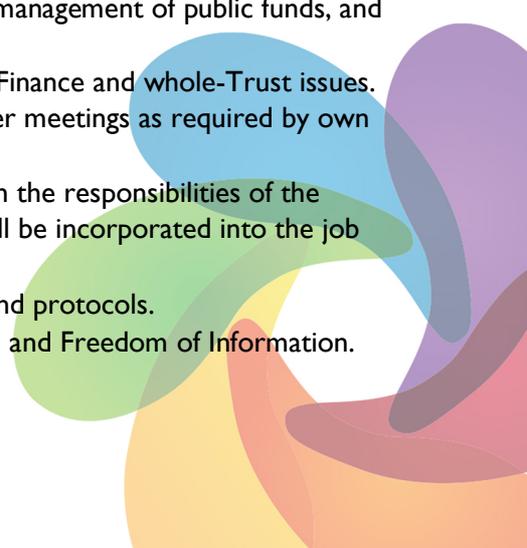- Assess financial viability of external support contracts

Communication:
- Manage routine contact with external contractors and suppliers. Liaise with senior staff and negotiate with suppliers. Attend Executive Trust meetings and report to senior staff/governors in schools when requested

Education Awareness:
- Maintain up-to-date knowledge of educational use of IT through reading appropriate material and attending relevant meetings/events.

General:
- Uphold, follow and actively support the Trust's policies and procedures so that the funds available to the Trust are used properly, efficiently and effectively.
- Take personal responsibility for integrity, propriety and regularity in the management of public funds, and in the day-to-day operations of the organisation.
- Liaise with other departments and support staff over matters relating to Finance and whole-Trust issues.
- Attend staff meetings and training courses, conferences, seminars or other meetings as required by own training needs and the needs of the Trust.
- Undertake any other duties which might be reasonably regarded as within the responsibilities of the post, subject to the proviso that any changes of a permanent nature shall be incorporated into the job description in specific terms.
- Ensure that confidentiality is maintained and in line with agreed policies and protocols.
- Ensure that statutory responsibilities are maintained, e.g. Data Protection and Freedom of Information.

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Safeguarding:
- Comply with all statutory policies and procedures on safeguarding and child protection.
- Beliefs, Attitudes and Personal Attributes
- Self-aware and able to learn.
- Optimistic and enthusiastic.
- Values diversity and equality.

PERSON SPECIFICATION

Qualifications:
- Educated to degree level or equivalent IT Qualifications Microsoft MSCE Cisco CCIA

Experience: (Essential unless otherwise noted)
- Implementation of IT systems to raise achievement and as a management tool
- Five years of network management experience
- Working in the education sector demonstrating High-quality outcomes (Desirable)
- Record of continuous professional development
- Knowledge of effective strategies for supporting staff to improve IT and systems

Essential Skills, Abilities and Personal Qualities:
- Well organised
- Dependable, reliable and accountable for own behaviour
- Conveys information clearly, accurately and adjusts to the audience's needs and requirements
- Ability to deliver results
- Excellent communication and organisational skills
- Ability to work hard under pressure while maintaining a positive, professional attitude
- Ability to organise and prioritise own workload as well as a team
- Good interpersonal and communication skills
- Good time management skills
- Commitment to personal career development
- Accuracy and attention to detail
- Ability to lead and inspire a team
- An understanding of, and commitment to, Equal Opportunities, and the ability to apply this to strategic work and day-to-day situations

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