Minster Trust for Education

Job Description

IT Operations Team Leader

Salary and Hours

Salary: £32,234 to £36,922 (Band B)

Hours: Full Time (37 hours per week, 52 weeks per year). It is expected the post holder will work flexibly to meet the demands of our multi-academy trust.

Location: Eakring (Head Office), with regular travel to Trust sites.

Role Description

Responsible to: Head of IT

Responsible for: IT operations and support delivery across our Trust.

The Role:

The IT Operations Team Leader is a new and important role to the Trust's centralised IT Services Team and will focus on the following areas:

- Management of the IT Service Desk and support delivery.
- Planning and implementation of IT projects.
- Procurement of IT hardware, software and services.

This is a key role within our team and would be suitable for someone with strong communication, service management and technical skills who has the drive to deliver outstanding customer service to our schools and colleagues. This role will be hands-on and the post holder will be a point of escalation for our team of onsite technicians and will be involved with planning and installation of IT projects.

Main Responsibilities:

The following gives an indication of the duties and responsibilities that the post may involve. The post holder will be expected to work flexibly and carry out any work that is reasonably required and is appropriate to the grade:

- To work closely with the onsite technicians delivering first-class IT support and services across our academies and wider Trust community, both onsite and remotely.
- Ownership of the IT support function.
- Management of the helpdesk system, ensuring we effectively utilising this platform to enhance our support service.
- To work closely with the Head of IT to innovate, design and develop IT services across our Trust.
- To assist with scoping, planning, executing and documenting IT projects we undertake.
- Act as a point of escalation for any IT service related issues and for our team of onsite technicians.
- Step in to provide additional onsite support as and when additional capacity is required.
- Assist with procuring IT hardware, software and services across our Trust.
- Management of IT services for our Central Team located at our Head Office.
- Developing and delivering IT training for both technical and non-technical colleagues.
- Ensuring that our infrastructure and equipment is maintained to a high standard ensuring that staff and students are well supported.
- To assist in the development, provision and support of all of the Trust IT and infrastructure systems to deliver excellent levels of service, performance and availability.
- Ensure that the Trust's IT policies and procedures are adhered to.
- Configuration, deployment and testing of new hardware into production.
- To provide in-house training to staff on relevant IT platforms.

General Duties:

- Assist with managing and applying the latest security updates and ensure they are applied across the IT infrastructure (including appliances, operating systems, antivirus and any other software which may be in use).
- Assist with managing the Trust's identity and access management, including user account management and associated permissions.
- To maintain security, preventing unauthorised access to IT systems.
- To maintain and review content on the Trust websites.
- To ensure backup processes are followed and are regularly tested, in line with the Trust's backup procedures.
- To assist with the management of Management Information Systems.
- To configure, test and deploy software from a central management solution.
- Assist with the management and tracking of hardware and software assets.
- To mentor junior members of the team, providing individual training and development where required.
- To ensure that all data is managed and processed in line with the Data Protection Policies and any concerns and/or breaches are reported swiftly to the Data Protection Officer and Network Manager.
- To ensure confidentiality is maintained and all policies and procedures are followed at all times.

Minster Trust for Education (MITRE) is a Church of England Multi-Academy Trust
A Company Limited by Guarantee, Registered in England and Wales, Number 11281594
Registered Office: Minster Trust for Education, Rufford Court, Eakring, NG22 0FD
Telephone: 01636 551122

- To source quotes and raise orders on the Trust's central finance system.
- Liaise and build relationships with third parties for support and procurement of products and services.
- To work with the Trust's Head of IT to identify any skill gaps and then agree upon a plan to actively develop IT skills relevant to the Trust IT environment.
- Attend relevant courses, as agreed, and use other means to improve IT skills and knowledge.
- Attend and support staff training sessions, to increase personal understanding of how ICT is used in specific contexts across the academy.

The post holder will be expected to carry out such other duties as reasonably correspond to the general character of the post and are commensurate with its level of responsibility.

You must be prepared to travel to any of the academies within the Trust.

The post holder may occasionally be required to work outside of their core hours, this time will be repaid as time in lieu to be agreed with their line manager.

Additional duties:

- To play a full part in the life of the Trust, to support its distinctive aims and ethos and to encourage others to follow this example
- To participate in induction training, staff review processes and professional development opportunities
- To comply with any reasonable request from the line manager to undertake work of a similar level that is not specified in this job description
- To undertake professional duties that may be reasonably assigned by the Chief Operating Officer
- Undertaking any other duties which may reasonably be regarded as within the nature of the duties and responsibilities / grade of the post, as defined, subject to the proviso that normally, any changes of a permanent nature shall be incorporated into the job description in specific terms.

Health and Safety:

- It is an Employee's responsibility to take reasonable care of themselves and others and anybody affected by their undertaking including any act(s) or omissions.

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- Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified.
- The school will endeavor to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.
- This job description is current at the date shown, but, in consultation with you, may be changed to reflect or anticipate changes in the job commensurate with the grade and job title.

Signed: _____ Staff Member

Date: _____

Signed: _____ Chief Executive Officer

Date: _____