JOB DESCRIPTION

Job Title:	IT Team Lead	Department:	IT
Hours of Work:	**Term Time - Mon to Fri** 08:00 to 16:30 or 08:30 to 17:00 (on weekly rota) **School Holidays** - **Mon to Fri** 08:30 to 17:00 The IT team will be required to provide on-site support to key events and on-call services from time to time which means some out of hours working will be required.		
Responsible To:	Director of IT & Data Compliance	Responsible For:	Members of the IT Team

Summary of Role:
The IT Team Lead is the senior team member with leadership responsibilities for the day to day operation of the IT Team and for providing 2nd and 3rd line support in their areas of expertise.

The IT Team Lead works closely with the Director of IT & Data Compliance to ensure that all digital and technology services required on a day to day basis across all aspects of school are available and support is provided to the whole school community in the appropriate use of technology. The IT Team Lead must ensure that all systems, services and the support given by the IT Team adheres to all relevant policies, guidance and legislation regarding safeguarding, data protection and security to ensure the school community and its data are kept safe at all times.

Specific Responsibilities:
This list is representative of the day to day tasks that need to be undertaken by the IT Team Lead but is not exhaustive. Other responsibilities may be added by the Director of IT & Data Compliance to support our strategic plans.

Team Leader Responsibilities
- To be the line manager for the IT Team.
- To manage budgets as delegated by the Director of IT & Data Compliance for day to day IT and projects as applicable.
- To manage day to day work flows for the team, prioritise tasks from all communication channels and ensure documentation and communication for all tasks is of a high standard, holding regular team meetings to allow discussion and review of day to day tasks, project work and outstanding issues.
- To ensure that high standards for day to day staffing matters are maintained for things such as punctuality, appearance, approach to work and communication with the school community.
- To work closely with the Senior Teacher (Digital Learning & Innovation) and the Director of IT & Data Compliance in providing a high quality service to support major teaching and learning initiatives such as the Microsoft Showcase Schools.
- Liaise with all members of the school community as required to ensure the IT Team is meeting expectations and providing a high quality service.
- To nurture and develop all team members' technical skills by pro-actively encouraging knowledge transfer between roles to ensure all key services have more than one 'expert'.
- To work with the Director of IT & Data Compliance to ensure the school's policies and all relevant legislation is adhered to across all systems and services.
- To ensure the IT Team maintains a good level of understanding of safeguarding, security and data protection and how these are applied to our systems and services.
- To plan regular testing to ensure that data backups, access rights, safeguarding systems and all other key services are functioning as expected.

- To provide data about team performance, service availability, project progress and outstanding issues as requested to assist the Director of IT & Data Compliance in reporting to SLT and the Governors.
- To assist the Director of IT & Data Compliance in maintaining outline (3 year) and detailed (1 year) plans for hardware lifecycles, capacity of services and upgrade/replacement of key systems and services.
- To provide the Director of IT & Data Compliance with technical solutions and advice to assist in the planning of services to support the school strategic plans.
- To oversee relationships with 3rd party suppliers relating to changes and project work, reporting performance and issues to Director of IT & Data Compliance as required.

Team Member Responsibilities
- To ensure all members of the Woldingham community have access to appropriate technology to support their roles and, should issues arise, provide prompt high quality support remotely or face to face until resolved, updating the school ticketing system at every stage.
- To ensure wherever possible that issues are resolved, or changes made, with the minimum impact on the services provided, undertaking out of hours work if required by the Director of IT & Data Compliance.
- To assist with defining changes or new solutions that will ensure the technology provided remains at the leading edge of education technology.
- To ensure excellent communication, including maintaining high quality documentation, with the users, the IT team and senior staff as required throughout any support or project work.
- To provide technical guidance in your area of expertise as required to enable effective strategic planning across the school.
- To constantly be ensuring that all changes or new installations are made with careful consideration of data and user security alongside ensuring compliance with all applicable legal requirements, regulatory guidance, and school policy.
- To maintain data and services, both hosted on the internet [Cloud] and hosted within school, according to the latest best practice and recommendations from trusted sources such as the National Cyber Security Centre, to include backups and contingency planning for all data and services.
- To remain aware of the latest threats and trends from the industry regarding all matters of network and data security.
- To perform routine monitoring of all services to pre-empt failures and maintain a high-quality service.
- To assist with periodic testing and review of the security and configuration of all data and services.
- To assist with troubleshooting and, if appropriate/cost effective, repair of hardware both school and student owned, using third parties as required.
- To provide one to one or group training for users on all systems as required.

PERSON SPECIFICATION

Essential	Desirable
Operational Excellence	
- People management skills as required to line manage the IT Team. - Workload prioritisation across the IT team. - Demonstrable exceptional customer service/people skills. - Demonstrable ability to create and maintain high quality documentation for technical team and end users. - Microsoft 365 service administration. - Microsoft Active Directory (Azure and on-prem), Group Policies, AD Federation Services.	- Working in a school environment and school MIS systems (i.e. ISAMS). - Remote support of users. - Cloud based IP Telephony. - Hands-on experience with network cabling (i.e. installation, diagnostics and repairs). - Cisco Meraki Network Management tools and configuration.

• Microsoft 365 use in the classroom (i.e. Microsoft Teams/SharePoint). • Microsoft deployment tools (i.e. SCCM, Intune and Autopilot). • Server Virtualisation (i.e. VMWare). • Data and Cyber Security • MS Windows server and desktop operating systems. • Fluent and accurate written and spoken English. • Maintain high level of educational awareness by keeping up to date with school development plans, school policies, technical developments and trends in other schools.	• Managed Secure Release Network Printing. • Apple and other Mobile Device Management Tools (e.g. JAMF) • Apple operating systems, integration of Apple with Windows networks and Apple hardware. • Experience of supporting the Adobe Creative Suite.
Personal Behaviours	
• Driven and highly motivated team member, constantly striving for a high service culture. • Possess excellent communication skills both written and verbal with a focus on quality in all formats. • Able to communicate effectively with the whole school community from students to senior staff. • Be able to work to deadlines and under pressure. • Ability to manage workload, whilst ensuring high levels of quality and maintaining attention to detail.	• Experience of managing supplier and other third party contracts and agreements.
Ethos and Whole School Values	
• Committed to operating as part of the School community. • Committed to the Sacred Heart Values. • Commitment to Woldingham as a school with high academic standing providing a holistic education and outstanding pastoral care.	
Safeguarding and Pastoral	
• Committed to safeguarding and promoting the welfare of children and young people. • A satisfactory Enhanced Disclosure from the DBS.	