

Hurlingham School



Job Description 2021-22

Job Title: Head of IT Services

Accountable to: Head, Board of Directors

Role: The responsibilities and duties of the Head of IT Resources are as follows:

Management of the Media and IT infrastructure within the School

Tasks to be completed by the postholder:-

- Make best endeavours to ensure all Media and IT equipment (including, but not limited to, computers, printers/photocopiers, projectors, electronic whiteboards, cameras, Chromebooks, laptops, servers, visualisers, microphones, and all other peripheral devices) are in good working order
- Respond speedily and efficiently to all requests for maintenance from staff, prioritising those matters which directly affect the teaching and learning in classrooms
- Prepare the IT equipment within the school for secure online testing (including, but not limited to BASE, CAT and forthcoming online Senior School assessments) and be available whilst all such tests are being carried out in order to deal with any issues immediately
- Assume responsibility and the smooth operation of Google Workspace, Wi-Fi, Inventory and Air con administration.
- Assume responsibility for sound, vision and lighting equipment within the School and especially the Main Hall, assisting other Staff as necessary
- Prepare all Assembly spaces (whole-school, year-group or House assemblies) with media and IT equipment as necessary
- Assume responsibility for the safety and back of all School documents and file
- Play a pivotal role in the preparation of Hall spaces for school productions, including helping the Caretaker with the construction of the stage and assuming responsibility for the lighting and sound system. This will involve using a scissor lift safely to reach the double-height ceiling in the Main Hall
- Assisting the School and/or PTA in events such as Quiz Nights or Parents' Parties
- Liaise with outside agencies as appropriate (including, but not limited to, internet service providers, e-mail host agencies, software houses, online test centres and equipment maintenance bodies) to ensure efficient and effective application of IT Resources across the school
- Assume responsibility for School software including, Atom Learning, School Cloud, Education City, Try Booking, Chrome and Microsoft. Additional software may also require installation as appropriate
- Attend weekly meetings with the Head and one or more representatives of the Board of Directors, if required
- Attend whole-School staff meetings whenever IT infrastructure, or Data Protection, appear as agenda items

- Ensure compliance with all aspects of Safeguarding: Data Protection in all areas of the School's operation at all times
- To lead the development of IT solutions; deliver the appropriate support service, training and awareness for IT developments
- Work with the DSL, Head and Head of Digital Strategy (also the E-Safety Officer) to ensure robust systems are in place to ensure online safety and the security of the School's network at all times.
- Assume responsibility for controlling and monitoring the school infrastructure for air conditioning and heating
- Ensure the Head, School Secretary and all members of the Board of Directors are aware of which aspects of the School's operation can be controlled using IT, supplying all necessary instructions, administration passwords and access codes for all hardware and software on request

Tasks to be completed by a technician or external consultant engaged by the postholder by arrangement with the Head or a member of the Board of Directors:-

- In conjunction with the Head and Board of Directors, assume responsibility for the School IT network, and arrange for this to be maintained as appropriate (including, but not limited to, taking all necessary steps to protect the school from virus infestation regardless of hardware or software used, production and maintenance of user accounts and installation of new software on request of the teaching team)

Production of School publications and website

Tasks to be completed by the Postholder:

- Produce a termly School Newsletter in an appropriate, stylish manner
- Produce in-house publications, such as Pupil Report, certificates, and Welcome Evening booklets
- Ensure all School publications and documents are written in accurate Standard English. A sound mastery of spoken and written English is an absolute requirement of this post
- Produce a termly celebratory video montage of the term's achievements
- Maintain and update the School website and communications, including systems for booking events, the facility to carry out surveys, the frequent uploading of "News" items and incorporating emergency details in the event of school closure or severe incidents within London
- Assume a key role whenever the School's Crisis Management Plan is in operation, following instructions from the Plan coordinator (the Head or, in his absence, the Deputy Head (Curriculum))
- Maintain the displays of staff names and photographs at the main entrance to the school and the entrance to the EYFS area

Management of the data within and outside the School

Ultimately to be completed by the Postholder, although it is acknowledged training in FileMaker will be needed and a consultant may be required in the first few months of appointment:-

- Orchestrate and ensure the smooth operation of the School Management Information System – SIMS
- Act as administrator for SIMS Parent
- Manage remote access to SIMS and school data.
- Be aware of new developments in school data management, and advise the Head and Principal accordingly in order to keep the School at the cutting edge

Act as administrator for CPOMS Safeguarding management software.

Person specification

	Essential	Desirable
Qualifications and training	<p>The successful candidate will:</p> <ul style="list-style-type: none"> • Hold a recognised computer or network qualification or have equivalent experience. 	<ul style="list-style-type: none"> • Experience in a relevant discipline or related qualification.
Experience	<p>The successful candidate will have experience of:</p> <ul style="list-style-type: none"> • Working in a similar role. • Network management. • Managing and interpreting data. • Installing and configuring computer hardware and software. • Managing projects. 	<ul style="list-style-type: none"> • Experience using school information management systems. • Experience working in a school environment. • Experience of procurement and budget management.
Knowledge and skills	<p>The successful candidate will have:</p> <ul style="list-style-type: none"> • Knowledge of computer systems, networks and a range of software. • Awareness of health and safety regulations and best practice that affects ICT. • Awareness of data protection requirements. • Knowledge of troubleshooting hardware such as servers, routers and hubs. • Knowledge of current ICT protocols and standards. • An awareness and understanding of telecommunications principles. • The ability to analyse data accurately. • Strong interpersonal skills. • The ability to work well as part of a team. • The ability to prioritise and delegate effectively. • The ability to solve problems and design 	<ul style="list-style-type: none"> • Excellent literacy and mathematics skills. • Excellent keyboard and data entry skills. • Ability to identify own and others' training development and needs.

	solutions, demonstrating ICT support skills.	
Personal qualities	<p>The successful candidate will be:</p> <ul style="list-style-type: none"> • Organised and efficient. • Reliable and have good attendance. • Proactive in the working environment. • Enthusiastic and positive. • Able to accommodate changes in priorities. • Able to anticipate workload and plan ahead. • Willing to work flexibly when required. 	<ul style="list-style-type: none"> • Ability to relate well to others. • Ability to be flexible in their approach.

Working hours and general conduct

- Compliance is required with all school policies (and the Code of Conduce in the Staff Handbook) at all times
- It is assumed that the postholder will take a professional approach to his or her responsibilities and will be onsite whenever their presence is necessary. However, the following guidelines are deemed to be appropriate:-
 - Attendance on site is required on most days in full School term from 8am until 5pm, although occasional evening events may require later attendance- these will be notified well in advance through the School Calendar;
 - Attendance on site may be required on the first two days of each School holiday (excluding half-term holidays);
 - Attendance on site may be required for up to four days at the end of the School Christmas and Easter holidays, and for up to nine days at the end of the School Summer holidays. Precise requirements up to these maximum limits should be agreed by the Postholder in conversation with the Head before such holidays begin;
 - During times of extensive development of the IT network, additional attendance on site may be required during holidays in order to supervise external contractors.

This job description will be reviewed annually and may be subject to amendment at any time after any time by the Head after consultation with the post holder. It is not a comprehensive statement of procedures and tasks, but sets out the main expectations of the School in relation to the post holder's professional responsibilities and duties.

I have read, understood and accept the responsibilities detailed in the above job description.

Signature:

Date: