

JOB DESCRIPTION

Subject to the current agreed terms and conditions of employment as set out in the college staff manual

Job Title:	IT Manager
Job Purpose:	To lead the operational delivery of IT services across the college, ensuring reliable, secure, and effective infrastructure, systems, and support for teaching, learning, and administration. To lead and manage the IT team, ensuring an efficient IT service is provided to the College.
Responsible for:	Deputy IT Manager, Senior IT Systems Engineer (x 2), IT Systems Engineer, E Learning Support, IT Apprentice.
Accountable to:	Digital Director (HLA)

Role Overview

The IT Manager is responsible for the operational management of the college's IT infrastructure and support services. This includes ensuring systems are secure, resilient, and performing effectively, while leading the IT support team and coordinating technical projects, delegating operational tasks as appropriate while maintaining oversight and accountability for delivery and standards.

The post holder will work closely with the Digital Director to deliver IT services aligned with organisational priorities, ensuring a high-quality, responsive service for staff and students, while working with and managing third-party vendors and support partners.

Key Responsibilities

1. IT Infrastructure and Systems

- Manage and maintain the college's IT infrastructure, including networks, on-premises and virtual server environments (including Hyper-V), storage, Ip telephony, and cloud services.
- Ensure high availability, performance, and reliability of all systems supporting teaching and administration.
- Oversee the operation of the virtual server environment, including updates, patching, and system health.
- Maintain campus-wide wireless and wired network connectivity to a high standard.
- Support the administration of Microsoft 365, Azure, and Intune environments, ensuring effective and secure use.
- Knowledge of Microsoft 365, Azure, Intune, and modern device management.
- Monitor system performance and proactively identify and resolve issues.

- Support capacity planning across infrastructure and systems to ensure scalability and sustainability of IT services.



- SSO / identity / certificate management
- Enterprise software & licensing management
- MIS platform maintenance and updates
- Device / OS / application lifecycle ownership

2. IT Service Delivery

- Lead the IT support function to deliver a responsive, high-quality service to staff and students.
- Manage workloads, priorities, and resource allocation across the IT team.
- Ensure incidents and requests are resolved within agreed service expectations.
- Maintain and improve IT service processes, documentation, and operational procedures.
- Ensure appropriate technical documentation is maintained to support service continuity and cross-team knowledge sharing.
- Provide technical escalation support for complex issues where required.
- Oversee change management processes, ensuring all system and service changes are appropriately assessed, approved, documented, and recorded, and that the change management log is maintained accurately.

3. Cybersecurity and Compliance (Operational)

- Maintain secure configuration and operation of IT systems in line with college policies and standards.
- Support the implementation and maintenance of cybersecurity measures, including multi-factor authentication and endpoint protection.
- Backups & DR (incl. testing)
- Incident response & CIRP (Cyber incident response plan) exercises
- Phishing email simulations + user training
- Pen testing & vulnerability scanning (working with JISC's CSA)
- Safeguarding & firewall systems (Smoothwall etc.)
- Carry out routine security checks, patching, and vulnerability remediation.
- Contribute to maintaining compliance with frameworks such as Cyber Essentials.
- Support DSARs by conducting data subject searches within Microsoft Purview and other systems, delivering outputs and guidance in line with established compliance procedures.
- Support audit activities by providing technical evidence and implementing required actions.



4. Project Delivery

- Deliver and support IT projects, including infrastructure upgrades, classroom technology deployments, and system improvements.
- Coordinate and manage internal stakeholders, third-party vendors, and external support partners to ensure successful project delivery and effective ongoing service support.
- Support planning of technical elements for new buildings or refurbishments (e.g. cabling, AV, network provision)
- Ensure projects are delivered on time, within scope, and to agreed standards.
- Monitor and manage third-party suppliers to ensure delivery meets agreed service, security, and compliance standards.

5. Hardware and Software Lifecycle

- Manage the lifecycle of IT equipment, including procurement input, deployment, maintenance, and replacement.
- Oversee device rollout programmes and ensure standardisation across the estate.
- Support the deployment of specialised systems required by curriculum and business areas.

6. Budget and Procurement Support

- Support the Digital Director in managing IT budgets by providing operational input and forecasts.
- Assist with procurement processes in line with HLA procedures, including quotations and supplier engagement.
- Ensure cost-effective use of resources and value for money in operational decisions.
- Ensure accurate asset management records are maintained to support audit, lifecycle planning, and financial accountability.

7. Team Leadership and Development

- Lead, manage, and support the IT team to ensure effective day-to-day performance.
- Set clear expectations, monitor workloads, carry out IT staff appraisals during the course of the year, and provide regular feedback.
- Support the training and development of staff to maintain technical capability and service quality.
- Promote a collaborative and professional team culture focused on continuous improvement.



8. Collaboration and Continuous Improvement

- Work with curriculum, pastoral and support departments to ensure IT services meet operational needs.
- Identify opportunities to improve systems, processes, and service delivery.
- Contribute operational insight to wider IT planning and development discussions.
- Work with the Multi-Academy Trust (MAT) where required to support aligned systems and services.
- Support the alignment and standardisation of IT services across the Multi-Academy Trust, enabling effective cross-site support and resilience.
- Provide regular reporting and insight on IT service performance, risks, and operational issues to senior leadership to support informed decision-making.

9. Other Duties

- Undertake any additional reasonable duties required to support IT services and college operations across the HLA.

15 June 26

