ST JOSEPH'S SPECIALIST TRUST

Job Profile

Deputy Head of ICT

Name:

Date:

Job Context:	St. Joseph's Specialist Trust comprises of a specialist school, college, registered children's home and adult supported living function (together "St Joseph's" / the "Trust") with approximately eight four students and 10 tenants. It has a staff of around 250. This job profile recognises the requirements of the Trust's current Pay Policy and reflects the vision, aims and policies established by the Trustees. .
Title:	Deputy Head of ICT
Job Purpose:	To assist the Head of ICT to provide and maintain an efficient and effective ICT network and infrastructure for the Trust to meet with the objectives of the Executive Principal, Trustees and Governors.
Accountable to: (management)	Head of ICT
Accountable for: (for provision of work)	Supporting the Head of ICT with line managing the ICT team.

KEY ACCOUNTABILITIES

Policy and Leadership

- To have a good working knowledge and understanding of all Trust policies.
- Working within the support services team ensure all policies are vigorously adhered to in practice particularly in relation to health and safety and security to minimise risks to the Trust , the staff and the students/ tenants.
- To work within the framework of employment law and the school's procedures. To always apply the highest standards of accountability, ethics and confidentiality to all work practices.
- To mentor and provide support and guidance to less experienced members of the support services team sharing gained knowledge.
- Ability to line manage other members of the ICT Team.
- Engage with the Trust's Performance Management programme ensuring own continued professional development and the CPD of the Resources team.
- To attend and contribute to staff meetings as required by the Trust.
- Support the development and management of any ICT staff, technicians and apprentices.

Management of Infrastructure and Resources.

- Manage the school's curriculum and Trust's administrative networks.
- Perform routine server / network maintenance as required and to assist with the maintenance of the Trust's administration systems.
- Ensure backups of all of the systems are done routinely and backup data is held safely and securely as per the Trust's Business Continuity Plan. Be responsible for the restoration of any lost data if necessary to ensure the continuation of service for the students/tenants.
- Be responsible for the effective day to day maintenance of all the Trust's computer systems. Arrange for the service / repair of hardware faults with third-party providers and monitor until resolution.

- Ensure no unlicensed software is used on the Trust's computers and all users check with the resources team before installing new programmes.

- To manage the computer consumable budget and have input into the ICT budget identifying cost savings where possible and bringing to the attention of the SLT any major issues which could mean the budget not being met.

- Maintain an up to date working knowledge of Health and Safety legislation relevant to the use of ICT and network equipment including making sure all computer/ICT and associated equipment has an up to date safety test in line with the Trust's policy. Risk assess own work and procedures as necessary.

- Ensure contractors engaged by the resources department to work on the Trust site have all of the required permits and safe systems of work, work safely and are managed whilst on site.

- To be aware of the most up to date on-line security measures; anti-virus, malware, anti-phishing software etc and keep all of the network security systems current.

- Ensure all of the Trusts systems are secure to prevent any unauthorised access to confidential records or students/ tenants /staff personnel data. Instigate and keep under review a system of control of individual password protection to limit unauthorised access and report on any attempts to hack into the Trust's systems.

- Ensure all computers have the internet safe search filters set as per the Trusts policy and password protected, particularly those accessed by the students.

- Install, configure and test hardware and software on behalf of users. Also diagnose and repairs routine faults in the Trust's computers, peripherals and network infrastructure calling in expert help when required.

- Manage and support physical site access systems such as door entry fobs, automatic gates.

- Manage the installation of all network improvements/extensions.

- Operate an ICT Help Desk for both staff and students with an open, transparent and prompt response system for assistance and support with any routine problems likely to be encountered on a day to day basis.

- Provide ongoing instruction and training to staff and students in the use of ICT. Advise and assist teachers on specific learning programmes and equipment for use in teaching students, fostering students' general knowledge of PC's and encouraging greater skills through the use of appropriate higher level applications.

- Under the direction of the Head of ICT, Director of Business and Director of Estates and Facilities, plan and manage the Trust's telephone system ensuring it is fit for purpose and enables the staff to work efficiently whilst having regard to the cost.

- Under the direction of the Head of ICT, Director of Business and Director of Estates and Facilities, manage the Trust's CCTV system ensuring it is fit for purpose and ensures the safety of all on site whilst complying with data protection act and having regard to the budget.

- Be part of the out of hours emergency on call rota for ICT support.

- Undertake other tasks as reasonably correspond to the grade and the general character of the post. To carry out other reasonable requests made by the Head of ICT, Executive Principal and Director of Business.

- Support the maintenance of a comprehensive stock list of all ICT hardware, with a projected write off/replacement schedule.

Supply of goods and services.

- Be responsible for the contractual/maintenance arrangements with suppliers of equipment or services for ICT, computer peripherals and the network ensuring best value for the Trust.

- Maintain a supply of consumables associated used by the resources department.

- Be responsible for all software and hardware procurement and any associated maintenance contracts' ensuring best value is negotiated on all purchases.

- Plan and manage the implementation of ICT development projects, liaising with external contractors and users to ensure continuity of service.

- Ensure the safe and secure disposal of all obsolete computer equipment making sure all data is removed from the computer and that it cannot be traced back to the Trust and all identifiers are removed.

- Ensure an inventory is kept up to date of all computer, telephone or CCTV equipment and all software licenses. Set systems in place which do not allow computers to be taken off the Trust site and that laptop owners know their responsibilities of keeping data safe and secure and not compromising the Trust by allowing their laptops to be used by anyone other than themselves.

Evaluation and Quality

- Ensure the IT systems and network are fit for purpose to make the work as efficient as possible, developing and enhancing systems to improve them when possible. Keep abreast of developments to advise the Head of ICT of improvements available.

- Identify, plan and cost future developments and upgrades of the Trust's ICT infrastructure in consultation with the Head of ICT, Director of Business and the Director of Estates and Facilities.

- To provide continuity in support to the Trust providing reliable consistent support, delivered on time**.**

- At all times maintain confidentiality and comply with the data protection policy and procedures.

This job profile is drawn up in the light of the following statement.

The role of Deputy Head of ICT is much valued within St Joseph's Specialist Trust.

"St Joseph's Specialist Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment".

Signature: _____ _____

Deputy Head of ICT **Executive Principal**

Date: _____ _____