



JOB DESCRIPTION

Post Title: HEAD OF IT SERVICES / Boarding Tutor

Responsible to: Senior Assistant Headteacher

The Royal Alexandra and Albert School is a highly successful state boarding school in Reigate, Surrey. There are over 1000 pupils and approximately 230 staff at the school with 450 boarders and over 100 resident staff.

The IT systems at the school are currently undergoing a major modernisation and the successful candidate will play a lead role in developing this further.

Key Responsibilities:

- To be accountable for the management, development and use of the IT systems at the school.
- To work with the senior leadership team in developing the technical aspects of the IT strategy.
- To project plan and implement the technical aspects of the IT strategy.
- To maintain the integrity of the school's network, to implement and maintain agreed IT security policies, to advise upon and monitor all policies at the school and manage all technical IT projects on behalf of the school.
- To keep up to date with changes in the IT industry and to respond to new technologies where relevant to the specific requirements of the school.
- To ensure compliance with the school policies and with legal and statutory requirements.
- To provide technical advice regarding hardware and software requirements for all areas of the school.
- To manage and supervise all resources within the IT Support Department including staff and budgets.
- To implement and operate appropriate management software to ensure the safe and efficient operation of the school network and systems.
- To be able to demonstrate technical ability in all aspects of IT implementation.
- To advise on and authorise purchasing decisions and be mindful of the industry best practice and best value considerations.
- To maintain computer hardware, common software and network infrastructure in accordance with the agreed replacement policy.
- To ensure that all data is appropriately backed up and capable of being recovered and to formulate a testing strategy to prove recovery.
- To oversee the planning, co-ordination and monitoring of the day-to-day system administration for the school administration system.

- To provide technical advice and consultation on all aspects of IT hardware and software procurement.
- To advise on technical requirements of all software packages and to manage installation and rollout.
- To ensure effective antiviral protection for all school networked and standalone systems as afforded by current technology.
- To maintain a central database of hardware and software assets and ensure compliance with software licensing laws.
- To implement and manage a formal helpdesk and asset management system. To monitor and report on Internet, Email and network abuses and contraventions of published Acceptable Use Policies (AUPs)
- 5 Hours of Boarding Duties to ensure the safety of students.

Skills, Qualifications and Experience:

Technical skills

- Knowledge and experience of formal project management processes
- Experience of managing budgets and maintaining budgetary control
- A thorough understanding of current IT systems
- Sound operational ability and understanding of server, network, switching and wireless systems
- Sound understanding of desktop environments and hardware configuration
- Sound understanding of server hardware
- Excellent understanding and operational ability of a wide range of applications
- Experience in data security and backup strategy
- A sound understanding and operational ability in database management and security
- Experience in the management of managed print services
- Ability to overcome common practical issues related to educational hardware and software
- Ability to overcome common practical issues related to administrative hardware and software
- Recent experience of managing mobile devices and wireless networks
- Knowledge and management experience of telephony systems
- Knowledge and management experience of site security and CCTV systems
- Experience in the configuration of web services
- Experience in the implementation and configuration of Apple hardware
- Knowledge of the following specific technologies:
 - Windows Server 2012 (active directory, admin etc.)
 - Windows Server 2008 R2
 - VMware vSphere
 - Remote Desktop Services / Citrix XenApp
 - Microsoft System Centre Configuration Manager
 - SQL Server
 - Storage Area Networks (ideally EMC but not essential)
 - Switched Networking including Cisco and Meraki

Qualifications and Experience

- Educated to degree level or with extensive experience with previous IT management experience within a small to medium enterprise (SME).
- Experience of project managing and developing IT systems across a range of different organisations
- Experience of working with and managing a range of technical teams
- A strong and innovative approach to advising management across a range of IT related issues
- Excellent administration and organisational skills
- A proven track record as an excellent communicator with the ability to instil confidence in colleagues
- Experience of working within an educational establishment would be an advantage but is not essential.

Working Hours, Holidays & Salary

This is a full time, residential position.

40 hours per week between 08:00 – 18:00. Lunch is provided free. You will be expected as part of a rota to work one Saturday morning in four between 8.00am and midday during term-time. The early May Bank Holiday is a normal School working day.

There are 24 days paid holiday per year (excluding bank holidays) rising to 28 days after 5 years service. Holidays will be at times to be agreed with the Headmaster.

Pension

Automatic enrolment into the Local Government Pension Scheme.

Safeguarding

The Royal Alexandra & Albert School is committed to safeguarding and promoting the welfare of children, and applicants must be willing to complete a detailed application form and undergo child protection screening appropriate to the post, including an Enhanced DBS check.