The Royal Alexandra and Albert School
IT Operations Manager Job Description

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Job Title: IT Operations Manager

Contract type: Full-time, Permanent, 40 hours per week (52 weeks per year)

Reporting to: Head of IT

Overview

Join a collaborative and innovative team! We are embarking on a digital transformation journey, and the IT Operations Manager will play a key role in leading change. You'll lead a busy IT department, collaborating closely with the Head of IT to translate this vision into actionable plans that empower the entire school community. This is your chance to make a real impact and help shape the future of IT at RAAS!

Main responsibilities

The following is representative of the day-to-day tasks that need to be undertaken by the IT Operations Manager but is not exhaustive. Other responsibilities may be added by the Head of IT as needed to support our strategic plans and changes.

- Lead the IT team, overseeing day-to-day operations, ensuring smooth IT system function, resource availability, and efficient workload distribution
- Foster a professional and collaborative environment through clear communication and regular team meetings.
- Partner with the Head of IT to drive forward change, identify IT requirements, develop solutions and implement the digital strategy.
- To act as the line manager for the IT Team, providing guidance, training, and performance management.
- Monitor and plan to avoid any service interruptions or degradation.
- Manage the lifecycle of IT equipment, including maintenance, upgrades and replacements.
- Enforce student technology usage policies to ensure responsible device use.
- Provide the Head of IT with technical expertise and guidance to maintain and advance the school's IT requirements

Operational responsibilities

- Design and plan IT resources to support the school's strategic goals.
- Manage IT projects in collaboration with the Head of IT, ensuring on-time delivery, budget adherence, and alignment with requirements.
- Assist the Head of IT to produce budgeted models for service contracts and the lifecycle management of IT Resources and changes.

Ambition   Courage   Integrity   Respect

- Ensure all changes are planned, documented and tested before implementation.
- Maintain the integrity of the school's network, uphold agreed IT security policies, and develop actionable plans to address potential security concerns.
- Oversee the effective and timely operation of the IT helpdesk.
- Manage relationships with third-party IT vendors.
- To be able to demonstrate technical ability in all aspects of IT implementation.
- Maintain computer hardware, common software and network infrastructure in accordance with the agreed replacement policy.
- Ensure that all data is appropriately backed up and recoverable.
- Lead the design and implementation of data security strategies in collaboration with the Head of IT, ensuring compliance with all relevant Data Protection Laws to ensure the risk of theft or loss of resources and data is minimised.
- Work with the IT Team to conduct regular checks and ensure network and data security systems provide industry-standard protection for the school's IT resources
- Provide expert technical guidance to the IT team on all server, cloud and infrastructure-related issues, setting examples of good working practices.
- Provide user support to both staff and students, ensuring efficient resolution of escalations and technical issues using clear communication throughout the process.
- To be responsible for ensuring, so far as is reasonably practicable, the health, safety and welfare of staff and volunteers within the IT Department and that the activities for which they are responsible do not expose anyone to risks to their health or safety.
- To undertake any other duties which may reasonably be required.

Other

- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality, reporting all concerns to an appropriate person.
- To contribute to the overall ethos and aims of the School.
- The postholder will demonstrate a commitment to maintaining confidentiality, promoting the ethos of the school and upholding the key values of Ambition, Courage, Integrity and Respect in all aspects of the role. These are the foundation upon which (a) we conduct our work and (b) conduct ourselves both internally and externally with stakeholders. All employees are expected to demonstrate these values in their interactions with others and through their day-to-day responsibilities.

Ambition   Courage   Integrity   Respect

Person specification

This role calls for a highly skilled IT professional, with the ability to lead and manage a team to work towards a common goal.
The successful candidate will have the ability to identify problems and bring positive solutions, communicating with enthusiasm and vision to all stakeholders. They should be a measured and confident decision maker who is calm and positive whilst under pressure.

Required experience

- Relevant IT professional qualification
- Other technical qualifications are an advantage
- Experience working within an educational environment (State or Private school, or a similar managed IT setting with a large user base is highly desirable.
- Experience working as a middle manager in a busy IT department either in education or industry.
- A strong and innovative approach to advising across a range of IT-related issues.
- A proven track record as an excellent communicator with the ability to instil confidence in colleagues, particularly when providing technical support to staff and students.
- Experience in managing an IT helpdesk in a varied organisational set-up.
- Knowledge and experience in implementing and managing large-scale IT projects.
- Operational excellence in:
    - Windows Server environments
    - Knowledge and experience of M365 service administration
    - Virtual platforms including servers, storage and backups
    - Data and Cyber Security
    - Network services such as DHCP, DNS, wireless and VPN
    - Active Directory / Group Policy Administration
    - Troubleshooting and resolution skills
- Experience with network security best practices. This includes experience with firewalls, intrusion detection/prevention systems (IDS/IPS), and wireless network security.

Beneficial

- Working with School MIS systems (i.e. SIMS)
- Cisco Meraki Network management and tools
- Network switches/backbones and VLANs
- Mobile Device Management (MDM)
- Google Workspace and classrooms administration
- Experience with networks in mixed environments (i.e. accommodations)
- Remote support of end users
- Print management systems
- Knowledge and management experience of site security and CCTV systems
- Understanding the unique needs of a boarding school environment, such as 24/7 IT usage needs, would be a benefit.
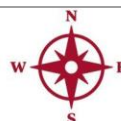
Ambition   Courage   Integrity   Respect

The Royal Alexandra and Albert School is committed to safeguarding and promoting the welfare of children and applicants must be willing to undergo child protection screening appropriate to the post if successful, including an Enhanced DBS check. Staff must be aware of and comply with policies and procedures relating to child protection, health and safety regulations, security and confidentiality, reporting all concerns as appropriate. This post is exempt from the Rehabilitation of Offenders Act 1974 and the amendments to the Exceptions Order 1975, 2013 and 2020.