



ICT Manager

Contents

Information for Applicants

- About the School

ICT Manager

- Overall Job Purpose/Job Description
- Person Specification, Qualifications and Experience

Terms and Conditions

- Hours of Work
- Salary and Benefits

How to Apply



Information for applicants

About the School

King's Ely can trace its origins from at least 970AD, making it one of the oldest schools in Europe. Originally a monastic foundation and then a grammar school by Royal Charter, today it is a thriving independent day and boarding school for around 1000 boys and girls aged from 2-18, offering a broad range of GCSEs and A-levels and from which almost all pupils go on to good universities in the UK and abroad. Most students are day pupils from Ely, Cambridge and the surrounding area, and there are also about 200 boarders with over 40 nationalities represented overall.

The School is subdivided into three sections: King's Ely Senior (age 13-18) and King's Ely Junior (age 7-13), which occupy adjacent campuses and shared facilities, and King's Ely Acremont and Nursery (ages 2-6) which has its own self-contained campus about 400m from the main site.

The main campus extends to around 70 acres in total and comprises several historic buildings adjacent to Ely Cathedral as well as more recent, purpose-built facilities spanning the thirteenth to the twenty-first centuries, and almost 40 acres of playing fields.

King's prides itself on being an academic school but not an academic hothouse. There is a great emphasis on personal development through an extensive co-curriculum of sporting, creative and performing arts and service opportunities as well as through building positive relationships with others in a tight-knit but outward-facing community. The safety, wellbeing and pastoral care of the whole community is central in what is a happy and purposeful school where our diversity and breadth of talent and ability is valued and nurtured.

King's Ely also plays a key role in the local community. The School is one of Ely's largest employers and also educates the boy and girl choristers of Ely Cathedral. King's is also a proud founder member of the Cambridgeshire Educational Partnership, which numbers twelve local schools working together to improve educational attainment, especially for disadvantaged children. The School also offers a number of bursaries to enable pupils from all walks of life to benefit from the education it offers.

King's Ely is a registered charity administered by a Board of Governors. The Principal is a member of HMC and the School is also affiliated to the Society of Heads, IAPS, the Boarding Schools' Association and the Choir Schools' Association.

ICT Manager

Overall Job Purpose

The main role of the ICT Manager is to ensure the ICT systems always satisfy the operational needs of the School. This will include providing operational oversight and strategic advice in all matters relating to the provision, maintenance, support and security of the School's ICT infrastructure and systems, managing the small in-house ICT Support team to deliver these services effectively. ICT plays an ever-more critical role in delivering the learning opportunities to all our pupils, enabling the pupils and school to achieve high standards. Not only are high levels of customer service key but also critical to the role is ensuring the network and systems are always operational during teaching weeks (any need for outages planned during school holiday periods), data integrity is maintained, back-up protocols are adhered to and cyber protection measures are always in place.

The School's IT systems operate within a Windows environment, providing a combination of fixed and portable devices for younger age groups in the classrooms, a specialist language lab and several IT Suites. We also provide the necessary infrastructure for BYOD (pupils Years 7 and upwards and staff personal devices). There are some Apple iPads still in use in some areas but these are reducing. We provide Windows laptops for teaching staff and a combination of laptops and desktops for non-teaching staff, depending on roles. All 7 boarding houses each have a limited number of desktops for pupil use. All classrooms are equipped with Smartboards; we have Wi-Fi infrastructure covering the whole site; ISP connections to four buildings linked via MPLS. We have recently changed our telephone system to cloud hosted 3CX.

The ICT Manager will need to be knowledgeable and proficient in providing mainly 3rd line support of our systems (with most 1st and 2nd line issues the responsibility of the Deputy), ICT projects and administrative oversight of the ICT operation.

You should have an eye for detail, be passionate about what you do and be able to lead and inspire a small, hardworking team, utilising their individual strengths in providing efficient support to our many end users. You will also have an eye to the future with strategic planning of equipment refresh projects, budget forecasting and management within a tight financial envelope. You will have the ability to successfully manage change and deliver the needs of the teaching and learning community for years to come as technology and the way it is used changes.

This is an operational, strategic and customer facing role which requires good communication skills, problem solving techniques, a thirst for continual improvement whilst continually seeking innovative solutions and value for money.

Accountability

- The Principal has overall responsibility for all employees of King's Ely and this is delegated to Heads of each Section of the School. The Head of the Administration Section is Mark Hart, the Chief Operating Officer who reports directly to the Principal.
- The ICT Manager post is within the Administration Department and the post-holder is directly accountable to the Business Manager, who in turn is responsible to the Chief Operating Officer.
- The ICT Manager line manages 3 staff within the ICT Support Team: the Deputy ICT Manager, the Senior ICT Technician, and the Junior ICT Technician (the latter two reporting directly to the Deputy ICT Manager).
- The ICT Manager will also need to work closely with the Academic Director of ICT Systems, the Head of KS2 Computing & Innovation, the School's Database Manager, the School's Staff Technology Assistant and the School's Theatre technician.

Main Responsibilities of the Role

GENERAL ICT MANAGEMENT

To undertake the following general management tasks:

- To manage, lead and inspire the ICT Support team of three staff, delegating work appropriately
- Ensuring the ICT staff are appropriately developed and trained to perform well in their roles and can provide the necessary cover for each other during absences
- Ensure continual performance monitoring and appraisal, setting team objectives flowing from the School's strategic, operational and management plans
- To contribute to the ICT related operational and strategic direction of the school, recommending, developing and implementing new technologies
- Keeping the ICT risk register up to date and relevant for the termly Governor Board meeting and the termly Finance & General Purpose (F&GP) Committee meetings
- In conjunction with the Business Manager, advise on the preparation and maintenance of ICT related policies, where policies and procedures relate to child protection, health, welfare, safety, security and data protection
- To research, recommend and promote ways of improving efficiency, smarter working, including the introduction, where appropriate, of improvements to, or replacement of the software and/or ICT hardware
- To contribute to the preparation and maintenance of costed 5-year ICT maintenance and capital project plans, managing day-to-day, annually delegated ICT expenditure budgets
- In conjunction with the Business Manager, to develop and maintain practical and appropriately detailed ICT Disaster Recovery and Business Continuity Plans
- Ensure staff and pupil ICT on/off-boarding is efficient, automated as much as practicable and as seamless to the end-users as can be
- Maintain ICT related documentation and records

MAIN TECHNICAL RESPONSIBILITIES AS SCHOOL ICT MANAGER

To be the leader of ICT technical expertise with the following areas of knowledge and responsibility for supporting our systems and users, delegating tasks as appropriate:

- Microsoft O365 including Exchange Online, Teams, OneDrive, SharePoint, Class Notebook, etc
- Azure, Active Directory, Group Policy, DNS, DHCP and NPS
- MS Exchange (legacy on-premise server)
- Hyper-V
- SCCM/SCVMM, WSUS & Intune
- Cyber Security protection measures and tools to assist in protecting data
- Windows Server 2012 onwards
- Windows 10
- Veeam Backup
- Aruba/HP Switching
- Smoothwall
- LibraESVA
- SalamanderSoft
- Cisco-Meraki Wi-Fi
- Papercut MF
- 3CX
- Mobile telephone contracts and hardware
- ICT Asset management
- Zendesk ticketing system

Person Specification

Essential:

- A good general education
- A proficient user of MS Office products
- Customer focussed and diplomatic: excellent interpersonal skills on a range of levels and with a wide variety of people (eg staff, governors, pupils, suppliers)
- Good communication skills: oral and written
- An excellent eye for detail, methodical, accurate
- A pleasant, outgoing and open personality
- Self-motivated, diligent and able to work under pressure/to deadlines
- Flexibility: prepared to amend working pattern if necessary to ensure weekly system patches, updates and reboots are performed to not cause service interruptions/out-of-hours (as a boarding school, this is effectively 11pm to 6am during 34 term time weeks a year)
- The ability to manage the team, prioritise, delegate and share knowledge
- To keep up to date with changing technologies
- Integrity, discretion, confidentiality and initiative
- A high standard of personal presentation
- Able to innovate, challenge and manage change

Qualifications and experience

Essential:

- Educated to degree level, or relevant experience and proven track record of managing and supporting comparable ICT networks
- Experience of managing staff
- Excellent knowledge of administering Microsoft systems, O365, LANs and cloud technologies
- Advanced understanding of Hyper-V, Failover Clustering & Clustered Storage best practises
- A problem solver

Desirable:

- Previously held a similar position, ideally within UK education, and preferably within the Independent Schools sector in UK (highly desirable)
- Previous experience with supporting DellEMC servers and SANs
- Full driving license

Terms and Conditions

Hours of work

- Hours: 40 hours per week all year. 08:30-17:00 Monday to Friday with a 30-minute unpaid lunch break.
- Place of work: The role is normally based at the School in Ely with some work likely at a partner school in Newmarket. There is also potential for a little flexibility on working from home, especially around any requirement to be on site during overnight weekly server updates/patches or work that can't be performed during core operating hours. Adequate ICT support must be on-site throughout the year and especially during peak project work periods (eg during school holidays) and during September and October each year (peak user demand).
- Start Date: As soon as possible.
- Probation: There will be a probationary period of six months during which one month's notice is required by either party. Thereafter, the notice period will be 3 calendar months or 4 calendar months if notice is provided within a school holiday period.

Salary and Benefits

- Salary: dependent upon experience but likely to be in the range of £40k-50k per annum.
- Annual Leave: 33 days' paid holiday per annum, including Bank and Public holidays (3 days of which must be taken during a whole school shutdown at Christmas).
- Enrolment in the statutory auto-enrolment pension scheme. The contribution rates for the auto-enrolment pension scheme are Employee contribution of 5% and Employer contribution of 3%.
- Members of staff are entitled to educate their own children in any of the three parts of the school (subject to acceptance). There is a staff discount for children's fees from Reception Year upwards; the total staff discount value for school fees is 50% for full-time staff, reduced pro-rata for part-time staff, subject to an overall cumulative school fees remission limit of 50% of their gross salary. All extra items are to be paid in addition.
- The school offers a private healthcare insurance scheme, which staff may opt to join at their expense shortly after the start of each academic year (the policy year starts on 1 November).

The scheme can only be joined at the start of the policy year, not part-way through the year.

- Limited free on-site car parking.
- School lunch provided when at work over lunch time and tea and coffee throughout the day.
- A cycle to work scheme available (presently administered by Evans Cycles).
- Limited use of school gym facilities and use of the swimming pool at specific times (during summer school holidays – small fee applies).

How to apply - Completing your [application form](#)

- All sections of the [form](#) should be completed as fully as possible.
- You may support your completed application form with a CV, however this is not a requirement. On the CV, you may include a third referee if you wish.
- Please accompany your [application form](#) with a covering letter explaining your reasons for applying for this position. Please briefly describe within the letter details of how your skills, qualities and experience meet the requirements of the job description and/or person specification. This letter should be no longer than one side of A4.
- King's Ely is committed to safeguarding and promoting the welfare of children, and applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure & Barring Service.
- If you are selected for interview, you will need to provide and bring with you photographic proof of identity (eg passport or photo driving license), birth certificate, documentation confirming your National Insurance Number or your right to work in the United Kingdom, proof of address (eg recent bank statement/HMRC correspondence/utility bill) and certification of declared qualifications.

The final closing date for applications will be **noon on 13 May 2022**. Interviews will be held shortly afterwards. The selection process will comprise of a job-related panel interview, a meeting with some key stakeholders and separate Safeguarding specific interview.

We appreciate your effort in completing this application and for your interest in working for King's Ely. Please email your completed [application form](#) to recruitment@kingsely.org.

Website: www.kingsely.org **Charity Number:** 802427 **Company Number:** 2440509



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www.kingsely.org