Plumstead Manor School
Pride • Ambition • Respect • Together

Post	ICT Services Manager
Grade	PO5
Responsible to	SLT responsible for IT
Responsible for	The development of IT and Network excellence at Plumstead Manor School
Working hours	35 hours per week, 52 weeks per year

Everyone at Plumstead Manor works to fulfil our **School Plan.** All support staff contracts are subject to the terms and conditions as set out in the latest **NJC Pay and Conditions (Green Book)**

Purpose:
1. To lead and oversee the operation and planning of the IT infrastructure across the school site
2. Make recommendations to the Senior Leadership Team regarding future plans, innovation & procurement.
3. Provide support to all staff and pupils to ensure all ICT issues are dealt with and resolved in a timely manner.
4. Provide network support, managing installation, upgrades and configuration of all software on the school site, providing technical support to key users as required.
5. Lead the deployment and performance management of the technical support team and provide training and support when required.

Members of our support and admin staff are expected to:

- Uphold the school vision and plan.
- Demonstrate their commitment to equality and justice, success and harmony.
- Actively support and support the highest standards and expectations for students across the school.
- Work collaboratively with other colleagues to ensure to realise the school vision and to meet the needs of individual students.
- Support the school's stance on equality and the provision of excellence for all our students in a successful and harmonious community.
- Applies the principles of confidentiality both within and outside School.

In the **Extended Leadership Group** we should also abide by the *Principles of Public Life:*
- *Selflessness* – to act for the greater good, not for our own power, status or relationships
- *Honesty* – to reflect issues as they are and to be honest with each other
- *Openness* – to explain our actions and respond to criticism, not just to demand compliance
- *Integrity* – to do what is right, and what builds up a solid and reliable education system
- *Objectivity* – to make decisions on merit, not because they make life easier
- *Accountability* – to take responsibility for our actions, as public servants
- *Leadership* – to act according to these six principles and to enable others to do so too

In our school context, we add the following practical demands. We should be:

1. **Highly visible** so we lead and support our colleagues and reassure our young people. We need to be systematic about visibility and hold others to account.
2. **Collaborative** so that decisions are understood and gather general assent. We need to explain and explain again why an action or procedure is needed then ensure it happens.
3. Able to see a **broad picture** and link it to the school plan, resisting fashions and gimmicks.
4. **Resisting short cuts** or easy answers: ensuring colleagues do their jobs, not doing it for them.
5. Able to **investigate**, **research**, **analyse**, **plan**, **implement** and **evaluate**
6. Concerned for the **work-life balance** of our profession and the future of school leadership by making sustainable choices, not modelling, promoting or expecting a damaging long hours culture. Wherever possible, **reducing demands and encouraging professional freedom while monitoring success**.
7. **United**, so that all members of the team support one another but having difficult conversations when necessary.

The purpose of these qualities is to provide us with a common foundation on which our authority as leaders stems, but also to which we are accountable. Some of them are very hard and we will have to ensure we support and develop leaders at all levels of the school in meeting these expectations.

Raising Aspirations, Securing Success

1. Management of all ICT networks, infrastructure, computer workstations, software and peripherals.

2. Lead the strategic planning and take overall responsibility for the management and development of the infrastructure of the school's ICT network, liaising with key staff to ensure that ICT services meet curriculum and office needs.

3. Evaluate the school's ICT services on an ongoing basis and contribute to continuous improvement to meet future needs and ensure competent and forward thinking management of ICT.

4. Act as the main point of contact between school and the IT support.

5. Provide school network support for all network systems and manage the installation, upgrade and configuration the software on the school site, providing technical support to key users as required.

6. Lead the provision of high quality support and guidance to staff and pupils for the effective use of technical equipment and software

7. Troubleshoot hardware and network problems and liaise with IT support team

8. Monitor and report on and resolve any issues regarding the performance of the network

9. Update and maintain the Asset Register – update and actions including tagging

10. Provide advice and support on any future procurement of IT equipment and updates of the core ICT equipment.

Challenge and Creativity

14. Liaise with appropriate staff to order equipment and software, deal with suppliers regarding ICT related business, including leading the tendering, procurement and installation process for ICT related products and equipment; and to manage the central ICT equipment budget economically.

15. Attend any available training to ensure awareness and competency in the latest technological developments and cascade to the IT support team.

16. Maintain an awareness of developments in ICT, cyber security and digital practice within the education sector, and provide informed advice to SLT to support planning, risk management and investment decisions

17. Plan for major developments of the ICT service alongside SLT and project manage their implementation.

Cultivating Harmony and Respect

20. Lead the IT support team and provide reports on any preventative maintenance work carried out to the Senior Leadership Team.

21. Monitor and report on any upgrades carried out to the network and advise on any proposed developments.

22. Be the main point of contact between the IT support team and the school and to log and sign off any service desk requests.

23. Manage the Office 365 system or suitable alternative and provide regular updates on system status.

24. Oversee support to staff with all Office 365 related issues, including training and individual support.

25. Ensure all ICT working practices adhere to the Ethos of the school, online safety policies and Health and Safety requirements. Manage the school's compliance with health and safety regulations, and put in place processes and procedures to ensure the safety of all in the school

26. In discharging the duties of the post to have due regard to the provisions of the Health and Safety at Work legislation to ensure a safe working environment is maintained.

27. Ensure the guidance of Children Act are fulfilled including any supplementary Safeguarding and Child Protection guidance in line with school policies and procedures, including the PREVENT duty.

28. Complete any additional responsibilities commensurate with the level of this job description, as required by the Head Teacher, DHT responsible for IT and the Operations Director.

JHA 26/01/2026

Person Specification

All support staff at Plumstead Manor are bound by the School Vision and Plan, and the shared expectations in the job description. This person specification shows what we require in order to be shortlisted for a post here. It shows the qualifications, experience, knowledge, understanding, qualities and attributes needed in order to carry out the duties in the job description. Candidates must provide evidence in the application form and supporting statement and at interview that they meet these requirements.

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Selection Criteria

Training Qualifications and Experience	- A high standard of literacy and numeracy - Specialist training in IT networking and use of specific hardware platforms. - Relevant ICT and/or professional qualifications (MCP, MCSA, CCNA, CompTia N+ Network Plus, ITIL) - Experience of successfully managing ICT network/s, hardware and software functions in order to support the day-to-day operation of an establishment/company. - Experience supporting/troubleshooting a variety of Microsoft Technologies including Active Directory/Group Policy, DNS, DHCP, Microsoft NPS, Windows 10, Microsoft Server operating systems, Remote Access Servers and Gateways - Experience supporting/configuring cloud/office 365 technologies such as Microsoft Teams and SharePoint - Technical understanding of network topology and operation and the ability to set up a windows based network - Experience managing a VMWare environment including upgrading hosts to latest OS and Migration across hypervisor platforms is desirable - Mitel telephony experience desirable. - Further or higher education qualifications relevant to the field are desirable.
Personal, Professional Qualities and Attributes	Candidates should demonstrate that they - Can evidence continuing professional development to update skills - Experience of managing change and implementing new systems/procedures/controls - Ability to work under pressure and deal with conflicting demands - Excellent problem-solving skills

	- Ability to action plan and evaluate the impact of change Experience of gathering and responding to end-user feedback. - Approachable and friendly with excellent interpersonal skills Successful experience of leading team and line managing staff - Excellent organisational skills and the ability to work independently with minimum supervision - Sense of humour, drive and enthusiasm - A willingness to be adaptable and work flexibly in accordance with the needs of the service - Ability to keep up to date with the latest technologies relevant to the working environment - Integrity and the ability to maintain confidentiality of information
Professional Knowledge and Understanding	Candidates should demonstrate that they have - Experience of designing, implementing and testing robust backup strategies. - Experience of planning, designing and procuring IT for a medium to large sized network - Experience configuring/troubleshooting networking equipment such as switches, Wi-Fi, Firewalls, access points and controllers - Working knowledge of schools information management systems (ideally Bromcom) desirable - Excellent interpersonal skills that allow them to communicate effectively with a range of stakeholders.

DG