

Lancashire County Council

Role Profile - Operational Context Form

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|--|-----------------|------------------------------|------------|
| Post title: ICT Manager | | | |
| Grade: | Grade 7 | Staff responsibility: | ICT staff |
| Scope of role To develop and implement the school's ICT strategy and service provision including managing all aspects of ICT technical support in the school, including the work of ICT technician(s). | | | |
| In addition to the following duties, the post holder may be required to undertake any of the duties associated with a lower graded ICT role. Accountabilities/Responsibilities – appropriate for this post: <ol style="list-style-type: none">1. Develop school policies and procedures for the use of ICT within the school environment2. Maintain a comprehensive database of all support requests3. Manage the work of staff providing technical support to staff and pupils allocating jobs4. Identify school staff training issues and deliver appropriate training5. Create and manage all network user accounts, ensuring correct access rights and audit as required6. Ensure data stored on the system is current and out of date data archived7. Design and implement changes to the schools ICT software and hardware and liaise with consultants on the specifications of new software / hardware as appropriate8. Procure ICT equipment on behalf of the school which may include managing associated budget.9. Carry out audits of student and staff internet usage, add filters where necessary and report as appropriate in line with school policy.10. To work within school policies and procedures11. To take care of their own and other people's health and safety Individuals in this role may also: <ol style="list-style-type: none">12. Advise teaching staff on the likely compatibility of new software / hardware, install software / hardware as requested by teaching staff, and maintain a record of all installations carried out13. Manage the ICT Network for a cluster of schools. | | | |
| Prepared by: | Schools HR Team | Date: | 13/02/2023 |

The above form sets out the area of work in which duties will generally be focused, and gives an example of the type of duties that the postholder could be asked to carry out. **PLEASE NOTE** that this is for guidance only. Postholders are expected to be flexible and to operate in different areas of work/carry out different duties as required.

Equal opportunities

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

Health and safety

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must co-operate with us to apply our general statement of health and safety policy.

Safeguarding Commitment

We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

Customer Focus

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Skills Pledge

We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and/or numeracy if they do not have one already.

Grade Profile - Level One – Technical/Professional (Grade 7)

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| Level One Purpose Practitioners who carry out routine technical activities and specialised support to a relevant professional area. Working under supervision and mentoring. |
| Scope of Work Roles are generally reactive and work within established Council systems and procedures, to an agreed quality standard or specification, under the general guidance of more experienced colleagues. Roles may deal with complex issues that need a degree of diagnosis and analysis in order to recommend the best course of action. Communication skills are important as role holders will be interacting with internal and external 'customers' regularly. |
| Accountabilities/Responsibilities <ul style="list-style-type: none">▪ Select appropriate procedures to independently carry out specified technical tasks of a low risk nature (e.g. designs, inspections, assessments, analyses) to produce the required technical output (e.g. identification of customer needs, implementation of routine service processes).▪ Undertake specialised technical and analytical support activities to assist professional colleagues in delivering more complex services.▪ Provide timely collection, processing and simple analysis of routine technical data and follow up on discrepancies/omissions to support the delivery of services.▪ Provide information and practical, routine advice to customers by interpreting established procedures and applying best practice within technical field.▪ Provide technical guidance and resolve non-standard issues for more junior non-technical staff to ensure customer and service issues are effectively resolved.▪ Keep up to date with changes in policy/legislation/contractual requirements to ensure service delivery is effective and complies with appropriate regulations, quality standards and service level agreements. |
| Skills, knowledge and experience <ul style="list-style-type: none">▪ Detailed knowledge of the practical application of specialised processes/procedures relevant to the role, typically gained through extensive practical experience.▪ Relevant vocational qualification or technical training. May be working towards a professional qualification or be of graduate entry level.▪ Experience of working independently with relevant specialised systems, equipment and/or IT software.▪ Analytical skills▪ Ability to clearly explain technical issues to non technical users▪ Empathy and sensitivity to the needs of individual customers▪ Up to date knowledge of relevant policy, technical, regulatory or professional framework. |
| Performance Measures <ul style="list-style-type: none">▪ Quality of own work against legal, safety and best practice standards▪ Adherence to internal/external quality standards if applicable▪ Adherence to policies and procedures▪ Accuracy and timeliness of information recording and processing▪ Customer feedback |

**Person Specification –
ICT Manager (Grade 7)**

| | Essential (E) or Desirable (D) | Identified by Application Form (A), Interview (I) or Reference (R) |
|---|---|---|
| Qualifications: Recognised Level 4 ICT qualification in a relevant discipline and / or vendor qualifications for the specific hardware / software used. | E | A |
| ITIL Service Management Qualification (Foundation or above) | D | A |
| Experience: Experience of working in a busy ICT environment working independently providing technical support on a wide variety of ICT systems, equipment and IT software | E | A,I |
| Experience of managing large networks and major software upgrades | E | A, I |
| Experience of managing challenging/competing workloads | E | A, I |
| Experience of managing budgets and/or resources deployed to assist with the delivery of service provision | D | A, I |
| Experience of delivering ICT services within a school environment | D | A, I |
| Knowledge and Skills: Good analytical, organisational and problem-solving skills | E | A, I |
| Ability to interpret technical information and have the ability to relay this to non-technical customers. | E | A, I |
| Professional and friendly, with a flexible approach to working hours | E | A, I |
| Ability to work under minimal supervision and within a team | E | A, I |
| Ability to organise, lead and motivate any responsible staff | E | A, I |
| Awareness of current ICT trends and developments | E | A, I |
| Good written and verbal communication skills, including the ability to negotiate and influence | E | A, I |
| Ability to remain calm under pressure | E | A, I |
| Other: Commitment to equality and diversity | E | I |
| Commitment to health and safety | E | I |
| May be required to work outside standard school/ office hours as required | E | A, I |
| Commitment to undertake in-service development | E | A |
| Commitment to safeguarding and protecting the welfare of children and young people | E | A, I |
| Satisfactory attendance record/commitment to regular attendance at work. | E | R |
| To be aware of the confidential nature of issues related to home/pupil/teacher/school work. | E | A, I |
| Note: We will always consider your references before confirming a job offer in writing | | |

Date created: 13/02/2023