



## **IT Team Leader**

### **Ark**

Ark is an international charity, transforming lives through education. We exist to make sure that every child, regardless of background, has access to a great education and real choices in life.

Our highly successful network of 38 schools educates over 20,000 students across Birmingham, Hastings, London, and Portsmouth. They are achieving some of the best results in the country despite being largely in areas of historic academic underachievement.

We are now looking to recruit an exceptional IT Team Leader with experience of managing an operational IT Team in a schools environment. This role will be key to ensuring that every department and venture in your service cluster receives an excellent IT service.

### ***Our ideal candidate will:***

- have experience of successfully and consistently delivering an IT Operational service model in schools
- be able to effectively engage with IT service partners
- consistently employ a customer centric approach to resolving all IT issues

- will be motivated to become an exceptional people manager (develop, coach, inspire and motivate people)
- have experience of assessing working practices/processes to identify and drive forward improvements
- be able to quickly establish productive relationships with an operational contact within each school
- be able to demonstrate knowledge, experience, and proactivity in providing a variety of IT services and solutions specialist to the wider education sector
- be able to effectively communicate on a technical level with other IT professionals, and in non-technical terms to other colleagues
- Can work under pressure across multiple work streams
- Can demonstrate good judgement and decision-making skills in resolving issues in challenging situations, knowing when to sign post, escalate and resolve issues
- take a results focused approach to delivering IT services and solutions projects successfully

### Key attractions of the role:

- An appointment within a highly successful, leading and growing Multi-Academy Trust.
- An operational role with an opportunity to make a lasting and positive impact on Ark's support of IT across its network.

<b>Closing date:</b>	15 October 2020
<b>Start Date:</b>	ASAP
<b>Location:</b>	London Cluster 3 Schools, North West London
<b>Salary:</b>	£32,000 - £35,000 + 11% Pension Contributions

*Ark is committed to safeguarding children; successful candidates will be subject to an enhanced Disclosure and Barring Service check. Ark is always happy to receive speculative applications from excellent teachers and support staff.*

### Job Description: IT Team Leader

<b>Reports to:</b>	IT Service Delivery Manager
<b>Salary:</b>	£32,000 - £35,000 + 11% Pension Contributions
<b>Start date:</b>	ASAP

### The Role

- Responsible for the delivery of the IT service model to the London Cluster 3 schools

### Key responsibilities

- Management of Senior Technician, Onsite Technicians, Roaming Technicians and apprentices within the local schools' IT Cluster
- Ensure that your team work to Ark SLAs for incidents and service requests. Manage changes, problems, escalations, and major incidents to resolution

- Driven to perfect the end user journey and have responsibility for establishing customer experience mapping and building out the processes that will enable continuous improvement.
- Delegate duties and tasks to members of your team
- Review completed tasks to ascertain compliance with standards
- Have the technical skills to motivate, support and mentor team members.
- Intervene when necessary to aid the group in resolving issues
- Facilitate regular 1:1s with team members, to monitor progress against objectives and development plans
- In collaboration with the Service Delivery Manager set team and individual objectives and create personal development plans
- To maintain: device warranties, asset life cycles, proactive checks of equipment, licences, and documentation
- Have the ability to work under pressure across multiple work streams
- Ensure that your team have the tools and necessary training to carry out their roles with their defined responsibilities.
- Provide guidance, support and training for IT systems as required by the schools
- To ensure 3rd party software and services work in compliance with Ark policies
- Work alongside the Service Delivery Manager to create and issue monthly performance monitoring reports
- To manage the operational relationship with each school within your IT Service Cluster and be the first point of escalation for the schools,
- Ensure regular operational meetings to discuss performance at each of your schools
- Create and foster an environment of IT-supported operational excellence and continuous improvement - establishing and enforcing the highest possible standards for operational service delivery whilst managing and mitigating risk.

### **Person Specification: IT Team Leader**

#### **Qualification Criteria**

- Evidence of managing an IT team and delivery of an IT Service within schools
- Evidence of managing incidents, requests, problems, changes using an ITIL based service desk tool
- Evidence of well-developed IT skills
- Right to work in the UK
- Experience of identifying and resolving issues relating to the following:
- Windows, iOS, Mobile Device Management, printers and print management solutions, internet and network connectivity, wireless and local area networks, O365, SharePoint, software distribution using automated tools (SCCM), school based software/applications, active directory/operational units, Microsoft Windows 7 and above, Web based backup solutions.
- Be motivated to work towards an ITIL4 qualification

#### **Other**

- Ark is committed to safeguarding children; this post is subject to an enhanced Disclosure and Barring Service check