

Job Description: IT Team Leader

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

The Role

- Responsible for IT service delivery to a cluster of Ark 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
- Delegate duties and tasks to members of your team including Senior Technician, Onsite Technician, Roaming Technician and Apprentices
- 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 one to one's with team members
- In collaboration with the Service Delivery Manager set team and individual objectives and create personal development plans
- To maintain: device warranties, device life cycles, proactive checks of equipment, licences, asset registers and technical documentation
- Manage the co-ordination of holiday arrangements of your team to ensure staff availability to meet service needs in each location.
- 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 keeping in touch meetings to discuss operational performance at each of your schools
- Ensure that Ark's affiliate organisations and business units obtain effective and value for money IT Service Delivery.
- 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 Operations Team and Service to a number of schools
- Evidence of well-developed ICT skills
- Right to work in the UK
- Experience of identifying and resolving issues relating to the following:
- Windows, iOS, Mobile Device Management, Google devices, printers and print management solutions, projectors, IWB's and other interactive teaching technologies, internet and network connectivity, wireless and local area networks, O365, Sharepoint, School Management Information Systems (Bromcom/Scholarpack/CMIS), software distribution using automated tools (SCCM), school based software/applications, active directory/operational units, Microsoft Windows 7 and above, Web based back up solutions, network connected SAN and clustering technologies, VMWare
- Be motivated to work towards an ITIL V3 Foundation qualification

Other

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