

ICT PROJECT LEAD

Introduction

Concord College is England's premier international boarding college providing GCSE and A Level courses and summer courses in English as a Foreign Language. Set in 73 acres of Shropshire parkland, the College combines outstanding facilities with first-rate academic performance. We also run our own residential summer course programme during the months of July and August. The College is regularly rated in the top 20 schools in the UK. Students are cared for by dedicated staff in a safe and beautiful environment.

Concord College is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. Child protection screening is undertaken which includes checks with past employers and the Disclosure and Barring Service.

Purpose of the role

This new role reflects the College's growth, innovation and progressive approach to technology. The successful candidate will be a key member of the ICT Steering Committee and will form links with the Departmental Technology Leaders in order to influence the College's ICT strategy and vision. The ICT Project Lead will also be responsible for providing technical support to academic and non-academic departments, the deployment and use of hardware and software to address the needs of the business, the general maintenance of computer and peripheral equipment, the resolution of technical problems, the undertaking of general tasks to promote the use of ICT throughout the College and ensuring computer systems and networks in all areas run efficiently. The ICT Project Lead will report to the ICT Manager.

Main responsibilities/duties will include:

- actively contributing to the College's ICT Steering Committee in order to shape and lead the College's ICT strategy;
- maintaining cutting-edge ICT knowledge of available systems and assessing their applicability within the independent education sector;
- communicating emerging ICT systems including features, functions and concepts to the ICT Steering Committee and members of staff in various departments as appropriate;
- appreciating system integration challenges in order to provide a seamless ICT user experience;
- managing ICT projects through to successful completion to ensure that they are delivered within required time, cost and quality parameters;
- installing, testing and updating new and existing software and making it available to appropriate users through software deployment management via SCCM and WDS;
- setting up and maintaining user accounts and associated attributes, allowing access to network resources through Microsoft Active Directory Services and Azure AD;
- delivering user training as required;
- assisting in the active management of the Help Desk system to ensure prompt support and resolution of network user issues;
- actively supporting the School's Information Management software eg SIMS.net, FMS, Earnie;

- carrying out routine network maintenance tasks to allow access to network resources via ACLs/web resources;
- maintaining the back-up software for the College network;
- liaising with external suppliers for the purchase of equipment and the repair of equipment under warranty or maintenance contracts;
- checking and auditing new computer equipment on arrival and installing same as appropriate;
- creating and/or maintaining documentation/literature/marketing materials in support of the business of the College, liaising with other stakeholders as appropriate;
- undergoing training and certification to ensure knowledge and skills are always up to date with the latest versions of software;
- deputising for the ICT Manager when required;
- undertaking any other ad hoc duties as directed by the ICT Manager;
- complying with policies and procedures, including those relating to safeguarding and child protection, health and safety, welfare, smoking in the workplace, security, confidentiality and data protection, and reporting any concerns.

Skills/experience:

- demonstrable experience as an ICT project manager;
- PRINCE 2 Practitioner, APMP or ISEB Project Management qualification;
- experience of introducing of a variety of complex ICT projects within a diverse organisation;
- demonstrable experience of system integration;
- applicable knowledge of physical and logical (layer 2 and layer 3) networking technologies, both wired and wireless – ideally via HP/Aruba/Meraki CLI and web interfaces;
- excellent working knowledge of backup software (ideally VEEAM 9.0 and above), VMWare ESX 6.0 and above, Microsoft Windows Server 2008 R2/2012 R2/2016, Windows Exchange Server 2010/2013/2016, SQL Server 2008/2012, Windows 7 and 10 and Office 365 user and application maintenance including Sharepoint;
- experience of Azure AD;
- experience of managing enterprise anti-virus, anti-malware software (ideally Sophos Central);
- experience of working with enterprise standard internet\content filtering\firewall technologies (ideally SonicWall).

Personal attributes

- excellent communication skills with the ability to effectively communicate highly technical concepts to non-technical audiences;
- user-end focused;
- energy and drive to achieve desired outcomes whilst remaining calm under pressure;
- creative, innovative and progressive;
- strong analytical and problem-solving skills;
- the ability to work to tight deadlines;
- the ability to work autonomously and as part of a team;
- proven ability to use own initiative and to work without supervision;
- the ability to recognise when to seek assistance and to do so in a timely manner;
- excellent documentation and report writing;
- the ability to demonstrate practical knowledge and problem-solving strategies;
- reliable;
- flexible and a generosity of spirit to respond to the demands of a busy boarding school environment;
- professional attitude and strong commitment.

Working Hours

Normal hours of work will be 9am to 5pm Monday to Friday with an unpaid 30-minute lunch break and two unpaid 15-minute tea breaks each day (35 hours per week), with flexibility as workload and responsibilities demand. The IT department is required to provide support to the College community generally between the hours of 8am to 5pm each weekday and out of hours as necessary to cover College events, start of term set-up arrangements, out of hours maintenance routines, etc, and flexibility is required from the team to ensure this support is in place.

Rate of Pay

Negotiable, depending on qualifications, skills and experience.

Lunch is provided in the dining room at no charge, whilst the kitchen is in operation.

Holiday Entitlement

Annual holiday entitlement will be 6.6 working weeks per annum, including public holidays. Due to the nature of the business, some public holidays are classed as normal working days.

The duties and responsibilities herewith are not exhaustive and the College reserves the right to vary or amend these at any time in accordance with the needs of the College.

All employees are required to comply with the College's various policies and procedures as contained in the staff handbook, including its Health and Safety Policy and No Smoking Policy, together with the statutory regulations in force.

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