



Job Title:	IT Manager
Reports to:	Head of IT
Staff reporting:	Desktop Support Engineer
Based at:	Mecklenburgh Square, London WC1N 2AB
Salary:	Up to £36,000 per annum (including out-of-hours allowance)

Job purpose

- To manage the Helpdesk and undertake IT projects.
- Responsible for running the desktop and infrastructure support team, maintaining and improving the organisation's wired and wireless network infrastructure and providing support for all servers, PCs and phone systems.
- Support the Head of IT in the development of the College's IT systems.

Key responsibilities

1. To lead the Desktop and Infrastructure support team within the IT Department in order to provide in-house IT support to staff and students.
2. Allocate tasks, resources and priorities to ensure a quality service.
3. Support the Head of IT in delivering and implementing the College's IT strategy.
4. Undertake major projects and regular patches & updates. Provide regular feedback to the team.
5. To support the organisation's Windows servers, wired and Wi-Fi network infrastructure, VoIP phone systems, desktop PCs, email and office applications. To provide upgrades and enhancements to these systems as and when required.
6. To use your initiative to spot potential issues early on, before they become a problem and work out or recommend a plan to fix the issue.
7. Be responsible for improving the performance and reliability of physical and virtual servers, and to provide hardware and operating system upgrades when required.
8. To work with senior managers and influential users within the College. To plan and implement new systems or changes to existing ones. Help them to understand the practicalities, timescales and priorities involved.

- 9.** To work and liaise with the Software Manager and provide server and infrastructure expertise in order to provide the best possible IT solutions.
- 10.** To provide emergency out of hours support. (Shared with two other IT staff.)
- 11.** To identify ways in which the existing IT support function could be developed and to implement those ideas to provide continual improvement.
- 12.** To line manage the Desktop Support Engineer, including training, mentoring and personal development. As well as ensuring that appraisals and the College's staff procedures are followed
- 13.** To help support and train College staff in their IT skills and understanding.
- 14.** Undertake other responsibilities in line with the role and as required by your line manager.

Person Specification

Job Title: IT Manager	
Education/ Training	<ul style="list-style-type: none"> • A relevant degree or qualified by experience.
Experience	<ul style="list-style-type: none"> • Providing IT Support in a challenging and/or similar environment. • Organising people or tasks in a team leader or project management capacity. • Working in a 24/7 environment and in a small team. • Experience of a wide variety of equipment from multiple vendors and troubleshooting interoperability issues.
Technical Skills & Abilities	<ul style="list-style-type: none"> • Building, upgrading and fault-finding a variety of servers, desktops and laptops. • Troubleshooting issues with recent versions of Microsoft Windows and Windows Server, Exchange, Hyper V, MS Office and SQL Server based software. • Supporting 10 Gigabit Ethernet Networks and large scale managed Wi-Fi networks with several hundred APs. • Providing IT support in a multi-site environment. • Administration and management of PBX or VoIP telephone systems. • The ability to build and sustain professional working relationships. • The ability to work largely autonomously. • Good communication skills including communicating technical issues in an easy to understand manner for non-technically qualified colleagues.
Knowledge/ Understanding	<ul style="list-style-type: none"> • Customer service focussed, self-motivated and forward thinking.
Special Circumstances	<ul style="list-style-type: none"> • A willingness to work occasionally beyond standard “office hours” i.e. during evenings and weekends as required.

All of the above are essential criteria.

Review arrangements

The details contained in the job description reflect the content of the job at the date the job description was prepared. It should be remembered, however, that it is inevitable that over time the nature of individual jobs will change; existing duties may be lost and other duties may be gained without changing the general character of the duties or the level of responsibility entailed. Consequently, the College will expect to revise this job description from time to time and will consult with the post holder at the appropriate time.

Application

Please send your CV along with a covering letter (no more than 2 sides of A4) advising us, which post you, are applying for and why you are suitable for the role to:
jobs@goodenough.ac.uk, **no later than 10am on Monday 21st January 2019.**

Closing date: 10am on Monday 21st January 2019

Interview date: Thursday 24th January 2019