

## Job Description

<b>Title of post</b>	<b>Manager of Infrastructure and Cloud Services</b>
<b>Salary</b>	Grade JK SCP 27-32 £35,745 – £40,221
<b>Hours of work</b>	<i>Monday – Thursday 8.00am – 4.00pm &amp; Friday 8.00am – 3.30pm</i>
<b>Line manager and responsible for reviews</b>	IT Manager

### Purpose of the Post

Northern Star Academies Trust seek to recruit the very best people to work across our Trust Partnership.

### Professional Responsibilities for all Associate Staff:

- Work within the NSAT Conditions of Service
- Support and promote the ethos, policies and development plan of the Academy/Trust
- Take part in performance management procedures within the Academy/Trust
- Attend and contribute to appropriate professional development meetings and training activities
- Undertake whatever other duties might reasonably be requested by the Head of Academy or Line
- This is a school-based role that will involve contact with children.

### Main Duties/Responsibilities

#### Overall Responsibility:

Under the line management of the NSAT IT manager and supported the central IT team, this role is required to manage and maintain all aspects of NSAT schools' network infrastructure and cloud based services.

#### Main Duties / Responsibilities:

Maintain, monitor and development of NSAT school's network and cloud infrastructure:

#### Infrastructure and Cloud

Experience of the following is essential:

- Windows Desktop and Application Support
- Windows Server installation and management
- In depth knowledge and experience managing networking hardware and technologies including but not limited to switches, firewalls, wireless AP and management platforms
- Active directory and group policy management
- Virtualisation installation and management (VMware and Hyper V)

- Experience of network storage infrastructure, SAN & NAS
- Firewall Management
- VOIP Telephony
- Veeam Backup and Replication
- Knowledge and experience of managing M365 and associated services, including but not limited to Microsoft Identity, Exchange and Sharepoint
- Cyber Security and GDPR knowledge and awareness

**Additionally:**

- Work within the trust central IT team providing support and knowledge to colleagues, staff and students
- Deal with support requests, log incidents and deal with any requests within an acceptable time frame.
- Provide support for teaching and associated staff and students of all NSAT schools.
- Ensuring effective performance and ICT service provision to minimise disruption to schools.
- Provide user support to identify and respond promptly to routine system or process issues.
- Implement routine manual and computerised systems, practices and procedures to ensure data and information is current, effectively and securely collected and that reporting complies with planned outcomes and obligations, reporting any concerns as required.
- Maintain the integrity and security of all systems by use of appropriate protocols and undertake related monitoring and reporting.
- Support contingency arrangements to respond to any unforeseen or unplanned circumstances that may arise to maintain the safety and security of data and information, maintain security and minimise disruption.

*We are committed to safeguarding and promoting the welfare of children and we expect all staff to share this commitment. All successful staff will undertake an Enhanced Disclosure and Barring Service Check. The Trust is committed to making any necessary reasonable adjustments to the job role and the working environment that would enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.*

**Intermediate Threshold Fluency Duty Required:**

In line with the Immigration Act 2016; the Government has created a duty to ensure that all Public Authority staff working in customer facing roles can speak fluent English to an appropriate standard. For this role the post holder is required to meet the Intermediate Threshold Level. The post holder should demonstrate they can:

- Express themselves fluently and spontaneously with minimum effort.
- Explain difficult concepts simply without hindering the natural smooth flow of language.
- Take responsibility for promoting high standards of literacy, articulacy and the correct use of standard English in school.

*This job description will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks but sets out the main expectations of the role in relation to the post holder's professional responsibilities and duties.*

# Person Specification

## IT Infrastructure and Cloud Services Manager

Criteria	Essential	Desirable
<b>Qualifications</b>		
GCSE English & Maths		X
IT Qualifications relevant to the role		X
<b>Experience &amp; Knowledge</b>		
IT Experience relevant to the role	X	
Windows Desktop and Application Support	X	
Windows Server installation and management	X	
DNS, DHCP and VLAN knowledge	X	
Active directory and group policy management	X	
Virtualisation installation and management (VMware and Hyper V)	X	
Storage (SAN & NAS)	X	
Switch, Wireless Controller, AP and Firewall Management	X	
VOIP Telephony	X	
Veeam Backup and Replication	X	
Office 365, Azure AD, Outlook, Teams and Sharepoint	X	
Microsoft Volume Licensing	X	

Skills		
Effective Communicator able to communicate with staff, contractors and students alike	X	
Able to work to own initiative	X	
Ability to prioritise conflicting demands and pressures	X	
Confident team member	X	
Able to drive to visit other schools	X	
Demonstrate an understanding of statutory requirements concerning safeguarding, equal opportunities, health and safety and data protection		X