

## **JOB DESCRIPTION**

### **Deputy Head of IT Services (College Group)**

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This Job Description sets out the organisational position, reporting lines, key accountabilities and relationships.

#### **POST OUTLINE:**

This is primarily a technical hands on role requiring server, network and desktop knowledge to provide for the strategic planning, day to day operation, maintenance, fault finding and use of the College Group's information technology networks, hardware and software. The postholder will also use their excellent customer relationship and management skills to provide IT Team Management at John Ruskin College, with responsibility for managing day to day operations of the team.

The post holder will have a positive approach to change and a proactive attitude to effectively support the Head of IT Services (College Group) with delivery of the department's strategy. Although predominantly based at John Ruskin College their expertise may be utilised at any College Group location and deputising for the Head of IT Services at East Surrey College will also be an expectation.

**Post Reports To:** Head of IT Services (College Group)

#### **Key Accountabilities:**

- Support the Head of IT Services (College Group) to formulate, maintain and deliver the College Group ICT Strategic Plan, which will include the purchase, use and operation of IT and the setting and monitoring of service level agreements for network speed, IT maintenance and operation.
- Achieve agreed elements of the Group ICT Strategic Plan, targets and SLAs within the required budget and timescales.
- Supervise and direct the work of the John Ruskin College IT Team and those on work experience, to include overseeing the daily schedules and workload of the IT team, scheduling the deployment of IT equipment, resources and staff (supervision, appraisals, probation supervision and direction of workload).
- Keep the Head of IT Services (College Group) regularly updated on activity at John Ruskin College and escalate any concerns or issues to them in a timely manner as required.
- Provide first line maintenance of computer equipment including the checking and marking up of new equipment, fault finding in non-working equipment.
- Make recommendations to the Head of IT Services (College Group) and implement agreed activity, to ensure the functionality, maintenance, safety, security, appropriate deployment of IT hardware and software and replacement, purchase and repair of all equipment. To also assist and liaise with maintenance engineers when they come to repair of equipment and systems, this will include both networked and non-networked photocopiers.
- Monitor the network (and all its associated devices) to ensure this operates at an optimum speed and efficiency to facilitate outstanding learning and day to day business of the College.
- Carry out file maintenance in the College Group's networks, as required, i.e. making back-up copies of files, daily backing up of the networks, cataloguing public software, deleting out dated files, monitoring user disk space, monitoring and adding printing credits, loading software for courses as requested, helping in the expansion of the software base in response to College users and generally helping in the efficient running of the networks. This will include implementation of policies and procedures in line with IS9001 standards (or equivalent).
- To carry out regular timely network upgrades, checks and monitoring activities for reporting and measurement against sector best practice.

- Requesting and ordering supplies of all consumables via the Head of IT Services (College Group) or ICT Administrator to ensure that IT support at John Ruskin College is adequately stocked.
- Responsible for implementing adequate security software and hardware in John Ruskin College, including protection against viruses and unauthorised access.
- Maintain a catalogue of computer software and hardware ensuring labelling of the same.
- Portage, setting up and in some cases the operation and demonstration of computer equipment within the teaching areas.
- Responsibility for the maintenance of stock records and levels for equipment at John Ruskin College, this includes regular stock-taking checks.
- Regular audit of licensed software and hardware, as directed.
- Setting up software and login access for both evening and daytime classes.
- Preparing computing rooms and equipment for specialist courses including IT based exam rooms.
- Assistance in the preparation of temporary areas for the purpose of learning, marketing or any other associated College Group business. This may necessitate evening or weekend work.

### **Personal Competencies (Accountable at Level 1/2 – please refer to ESC Competency Framework):**

#### **Core Competencies**

- **Valuing Equality and Diversity**
- **Working with People;** Team Working, Communication
- **Results Focus;** Drive to Achieve Excellence, Technical Skills & Professionalism
- **Focus on Delivery;** Organisational Awareness, Customer/Student Focus
- **Self Motivation;** Adaptability & Flexibility, Accountability

#### **Key Relationships:**

The post holder will need to form effective and co-operative working relationships, in particular with:

- Head of IT Services
- Chief Operating Officer (College Group)
- Principal (JRC) & Quality Lead (College Group)
- Senior Management Team and Directorate
- Heads of Department
- Curriculum Managers
- College Group IT Services Team
- Other College Group managers, staff and students

#### **Expectations of the Post Holder:**

The post holder will undertake assigned responsibilities effectively and efficiently, and within regulatory and legislative requirements; achieve individual and departmental targets within the College's annual planning and staff performance review processes and budgetary constraints and:

1. Actively promote equality and diversity, recognising and actively challenging stereotyping, prejudice and discrimination, ensuring that these principles permeate all working practices. All staff are required to undertake mandatory Equality & Diversity Training.
2. Adhere to and actively promote the College's Safeguarding policy and procedures, and undertake mandatory Safeguarding and Prevent Training.
3. Adhere to and actively promote the College's Data Protection policy and procedures, and undertake the mandatory Data Protection Training.
4. Ensure effective quality control and continuous improvement in all aspects of this post, in keeping with the College's existing and developing quality assurance systems.
5. Be committed to professional self-development, through participation in the College continuing professional development programme which includes industry based work shadowing, attending seminars, College conference days and training events appropriate to the job role.
6. Comply with and promote College Health and Safety policies and procedures and to undertake mandatory Health and Safety training as and when necessary.
7. Undertake such other duties as required, commensurate with the grade of the post, as may be reasonably required at the initial place of work or at other locations in the College.
8. Support cross college events such as Open Evenings and Enrolment sessions when required
9. Adhere to all College procedures as detailed in the Employee Handbook
10. At all times seek to serve the best interests of the College
11. To provide cover for colleagues during periods of holiday or sickness absence

NB: This job description outlines a range of main duties. It is not exhaustive and can be varied in consultation with the post holder in order to reflect changes in the job or the organisation.