Supporting practical science, D&T and art
- in schools and colleges

CLEAPSS®

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Director: Steve Jones

Job specification **March 2024**

Post	CLEAPSS IT systems and user support manager
Scale	Salary NJC pt 35 – 37 (£41,496 – £43,516 pro-rata)
Location	Chesham, Buckinghamshire
Reporting to	The Director

Key responsibilities:

- Ensure smooth running of all IT infrastructure:
  - Managing and maintaining the network servers, routers and Wi-Fi networks.
  - Maintaining the security and integrity of network and user data.
  - Developing and maintaining backup schedules and disaster recovery plans.
  - Monitoring and troubleshooting network and server operation.
  - Creating and maintaining user accounts and passwords, network permissions and data access.
  - Liaise with our off-site providers to ensure the smooth running of the IP phone system.

- Supporting staff in the use of existing IT / software and provisioning new IT requirements:
  - Support for MS Office applications, e-mail client software etc.
  - Support for managing user profiles, network drives and shared areas.
  - Evaluating and implementing requests for new software and equipment.
  - Prioritising, troubleshooting and resolving user problems quickly and providing informal training where appropriate.

- Developing and maintaining an IT infrastructure strategy:
  - Ensuring appropriate lifecycle management is in place for all hardware and software.
  - Creating plans for the installation and set-up of any new IT equipment or software.
  - Evaluating new technologies and architecture to ensure the most appropriate and up to date solutions.
  - Costing, prioritisation and management of the annual IT budget.
  - Support the in house IT developer with the development and roll-out of bespoke IT solutions

- Ensure compliance with appropriate legislation:
  - Managing software licences and subscriptions
  - Ensuring GDPR compliance of data held by the company
  - Ensuring the company stays ahead of any changes in legislative requirements.