



Post: ICT SUPPORT MANAGER

Reporting to: Curriculum Operations Manager

Hours: Monday to Thursday: 8:00 am to 4:00 pm and Friday: 8:00 am to 2:30 pm with 30-minute lunch each day (36 hours per week) Flexible working options are available as follows:

Option 1 You are required to be on duty during school term plus three additional weeks;

OR

Option 2 You are required to be on duty for the contracted weekly hours, working during periods of school closure except when on annual leave or other authorised absence. Duties will normally be provided by the school;

OR

Option 3 To work as for Option 2 with a further option to request periods of unpaid leave during extended school holidays or closures.

Salary: NJC Point 23 – Point 26 — £34,434 to £37,280 per annum

Post Available: Immediately

Interview Date: Monday, 27th April 2026

The postholder is an ICT specialist with the responsibility for the provision of an efficient and effective ICT support infrastructure. He/she will ensure continuity and availability of ICT services throughout the school. The postholder will assist in the development and implementation of ICT systems to support all subject departments within the school.

KEY RESULT AREAS

Administer and provide support in the management of the units and processes in relation to:

1) Technical Support

The postholder will be required to manage on a day-to-day basis the provision of direct ICT support to all school computer users

The candidate will

- Liaise with users in the establishment and implementation of changing requirements and to ensure the ongoing accuracy, effectiveness and availability of ICT systems according to their needs;
- Implement and manage the day-to-day Technical Help Desk, monitoring fault levels, co-ordinating problem solving and management issues, allocation, escalation and reporting, to ensure a high level of support is provided to all computer users;
- Provide management reports on the level and quality of ICT support according to the particular type of user or group within the school;
- Develop, manage and co-ordinate a school wide intranet and provide technical support for the school web site;
- Develop and implement procedures and processes by which the school delivers the ICT support service throughout the ICT department to all computer users in the school; provide

advice to others in the ICT department in the specialist area of technical/networks/applications;

- Assist in the planning, co-ordination and delivery of training to members of the ICT department and to all computer users in the school.

2) System Management and Support

The postholder will be required to support a range of ICT systems/platforms/networks to ensure minimum down-time and to provide a system support infrastructure to the school, to enable effective and efficient delivery of ICT activities

The candidate will

- Carry out detailed examinations of existing computer systems;
- Assist with the prioritization of work requests;
- Assist in monitoring and analyzing the performance of ICT systems (technical/network/software) by carrying out detailed examinations of existing systems to assess the systems effective functionality;
- Administer the main ICT infrastructure system to ensure effective performance and delivery of key systems direct to users;
- Advise on ICT maintenance requirements
- Maintain the accuracy, integrity, availability and security of the school's information and ICT resources;
- Specify, plan and implement new upgrades to the school's ICT systems including hardware and software aspects and where appropriate, undertake the installation and establish and maintain links between all school computer users;
- Specify and co-ordinate the installation of new and replacement cabling infrastructures within the school;
- Assist in the development and testing of contingency plans to ensure continuity and availability of ICT services within the school

3) Introduction of new systems/project management

The postholder will be required to liaise with users and serve on teams to introduce effective new systems.

- Assist in the development and implementation of new ICT systems (e.g. LOT 3 etc)
- Assist in the supporting, planning and managing the co-ordination of the technical aspects associated with the implementation of new ICT systems;
- Manage the new project or stage within the project including the planning, identification of activities and resources, controlling, reporting, procurement, implementation where it is appropriate to do so;
- Apply the appropriate analytical methodology e.g. SSADM etc;
- Analyse, design and develop ICT systems as and when required;
- Analyse ICT solutions and, where necessary, carry out required modifications or enhancements;
- Develop detailed operating procedures and systems documentation;
- Serve on teams within the school or in the Education Authority participating in projects required by the Principal

4) Contract Management

The candidate will

- Assess value for money in terms in hardware/software/systems and provide advice to the Principal on ICT expenditure
- Liaise with external suppliers in respect of work undertaken through maintenance contracts;
- Assist in the monitoring an evaluation of work of external service providers;
- Assist in the co-ordination, problem solving and change management issues associated with technical and communication issues;
- Assist in developing and managing the processes used by the school in the payment for various technical and communications services;
- Assist in the preparation of material used in school discussions/negotiations with suppliers/contractors and to participate in those discussions.

5) Standards, Quality and Security

The candidate will

- Assist in the formulation and implementation of technical and communications standards appropriate to the needs of the school;
- Assist in the development and implementation of security systems (e.g. firewalls, anti-virus software, e-mail scanning, profiling etc) and ensure that they are being effective;
- Oversee and make recommendations about the security and health and safety issues in relation to ICT equipment within the school;
- Assist in monitoring the services provided by external suppliers and communicate through the appropriate communication channels any breach of agreed performance and security standards;
- Carry out a detailed risk assessment of all computer systems in the school;
- Develop an ongoing testing of the school's ICT Contingency Plan

6) User Support

The candidate will

- Provide ICT technical support, guidance and advice to users;
- Provide training to users in the use of the school's system;
- Provide user system documentation;
- Assist with the development of all ICT related policies in the school e.g. Acceptable Internet Use;
- Liaise with the Education Authority ICT Unit, C2k, CCEA, software/hardware suppliers on behalf of the school;
- Attend school meetings as required by the Principal e.g., SMT, ICT core team; represent the school as appropriate at external meetings, conferences etc as directed by the Principal.

7) Supervision

The candidate will

- Supervise the day-to-day work allocation of subordinate staff and set targets; be responsible for planning and co-ordinating the quantity and quality of work; identify training needs of subordinate staff and provide same;
- Initiate any disciplinary action to subordinate staff as required.

8) Professional Development

The candidate will

- Attend seminars, conferences, exhibitions and training courses as directed;
- Read and evaluate computer literature, journals, websites and manuals;
- Liaise with Education Authority, C2k, and external computer companies.
- Whole School Duties
- Assist with the ongoing maintenance and operation of CCTV operations, the school telephone system and the school canteen payment system.
- Promote positive and safe use of ICT across the school community, to include regular review of ICT / E-safety policies.
- Provide technical and administrative support for internal and external examinations.
- Maintain an up-to-date Whole School Inventory/Asset Register of ICT Equipment

9) General

- Be aware of and comply with safeguarding, child protection and confidentiality responsibilities as outlined in the staff Code of Conduct and related policies and procedures.
- Contribute to the overall ethos/work/aims of the school.
- Support all staff in ensuring the general safety of pupils.
- Assist with evacuation in emergencies.
- Appreciate and support the role of other professionals.
- Undertake other such duties and responsibilities reasonably consistent with the role of an ICT Support Manager

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified.

Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.

It is understood that areas of responsibility are from time to time subject to review and are negotiable in the light of the needs of the school and the professional development of the staff.

This job description may be reviewed at the end of the academic year or earlier if necessary. In addition, it may be amended at any time after consultation with you.

***This job may be altered from time to time in line with the developing needs of the College.
Criteria for this post may be enhanced to facilitate shortlisting.***

THE INTERVIEW PROCESS

Stage 1: Application Form – If shortlisted, applicants will progress to Stage 2.

Stage 2: Interview: it is anticipated that interview and a task(s) will take place on
Monday, 27th April 2026.

****Please note that correspondence regarding all matters related to this post will be made via email.***

Personnel Specification

Post: ICT Support Manager

		ESSENTIAL CRITERIA	
1	EDUCATION AND QUALIFICATIONS	a) Hold a recognised computer or network qualification at NVQ Level 4 or equivalent or equivalent experience. b) Minimum of 5 GCSEs (grades A*-C) or equivalent, including English and Mathematics.	
2	RELEVANT EXPERIENCE	<i>Demonstrate using examples from your own practice</i> a) Have at least 1 years' experience working in an ICT role, preferably one which has involved providing ICT support in a post primary school b) Extensive knowledge and experience of PC, server hardware and software, curriculum software etc c) Experience of application of Data Protection requirements.	
3	KNOWLEDGE AND SKILLS	<i>Demonstrate using examples from your own practice</i> a) Knowledge of PC, server hardware and software; b) Knowledge of curriculum software – standalone and network, ILS (Integrated Learning Systems) c) Meet tight deadlines and quality thresholds, work quickly and accurately under pressure; d) Supervise personnel; e) Excellent interpersonal communication and analytical skills; f) Ability to work on own initiative.	
4	PERSONAL QUALITIES	a) Personal drive; b) Enthusiasm; c) Commitment; d) Team Building; e) Integrity; f) Willingness to explore/embrace new ideas; problem solver ability; g) Persistence; h) Resilience;	i) Adaptability; j) Confidence; k) Competent; l) Ability to make decisions/recommendations; m) Flexibility and responsiveness to demands; n) A desire to share good professional practice
		DESIRABLE CRITERIA	
1	EDUCATION AND QUALIFICATIONS	a) Hold a degree level qualification in ICT or a relevant discipline.	
2	EXPERIENCE IN GIVEN AREA	<i>Demonstrate using examples from your own practice in teaching</i> a) A demonstrable working knowledge of C2K systems. b) Previous experience of working in an ICT capacity in an educational setting.	
*Please note that criteria may need to be enhanced to facilitate the shortlisting process *Hazelwood Integrated College has the right to rescind this appointment before start date			

