

**JOB DESCRIPTION**

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| **JOB TITLE: IT Operations Manager**  **SECTION: ISU**  **GRADE: MS 2-7**  **DIRECTLY RESPONSIBLE TO: Assistant Principal of Curriculum Design, Information & Technical Services**  **DIRECTLY RESPONSIBLE FOR: The co-ordination and management of the IT Support team** |

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| **PURPOSE OF JOB:**  To ensure that the College has effective, reliable and cost-efficient IT systems that underpin the College’s strategic aims and support our students and staff.  The role incorporates:   * Management of the IT Team * Continuous review and enhancement of infrastructure across the organisation * Continuous review and strengthening of all IT security measures and policies * Management of IT projects and budgets. * Engagement across the College |

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| **MAIN RESPONSIBILITIES AND DUTIES**   * Lead and manage the IT Support team, fostering a collaborative and efficient team culture while maintaining high levels of standards, productivity and flexibility across the department to meet the needs of customers * Ensure that the delegated budget is fully auditable and that the appropriate capital budget is available to maintain the integrity of the IT systems. * Maintain an excellent customer focused IT support service in line with ITIL service management practices. * Ensure systems and processes are compliant and adhere to regulatory requirements for data protection and industry standards * Oversee the maintenance and development of the college's IT infrastructure, ensuring availability, security and scalability. * Take responsibility for the formal planning, monitoring and reporting on all IT projects * Review helpdesk system logs to ensure tasks are being dealt with in a timely manner, identifying persistent issues and trends. * Ensure the integrity of the College’s backup and risk management strategies. * Support the senior management team and the Digital Strategy Group to develop strategic direction in line with the College strategic aims and objectives. * Manage vendor relationships and service providers to maintain service-level agreements. * Lead on the purchase of all I.T. related equipment for the College ensuring value for money from all IT procurement. * Research and recommend enhancements to support teaching, learning, and administrative functions. * Lead in critical situations, which may involve complex technical hardware or software problems and/or cyber incidents. * Work closely with other technical areas, including MIS and ILT managers, to ensure interoperability of systems and processes across the College. * Effectively engage with the wider College management team to obtain a good understanding of IT needs for each department, to inform business planning, priorities, strategy and the day-day operations of the dept. * Liaise across the University of Bolton Group to ensure opportunities for financial efficiencies, training and collaboration. * Undertake continuous professional development as necessary to keep up to date with initiatives and practice and complete mandatory training. * Contribute to the College quality assurance procedures including service level agreements and self-assessment reporting * Ensure compliance with all H.R. policy and procedures, i.e. management of attendance, probation, appraisals and recruitment and selection. * Undertake such other duties as may be reasonably required commensurate with this grade, at the initial agreed place of work or at other locations in the College's catchment area. * To actively promote and embed equality and diversity within the College. * To actively contribute to the College’s safeguarding children and safeguarding vulnerable adult agenda. * The post holder will be expected to comply with the rules and regulations which the Board may from time-to-time issue to ensure the efficient operation of its business and the welfare and interests of its students and employees. * To be fully aware of and comply with the College’s policy on confidentiality. * In carrying out their duties the post holder must: * Comply with Health and Safety regulations and policies * Be aware of the College statement on Health and Safety * Be fully aware, and comply with, College policies including equal opportunities and risk management. * All staff are expected to support key processes which enhance students’ experience e.g., attendance at promotional activities and open events, supporting student admissions, enrolment, induction, provision of reception cover, and invigilation. These activities are not exhaustive and may vary from time to time. |

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| **PLACE OF WORK**  This post will be based predominantly at the Deane Road Campus, but as the College has a number of out centres in the Bolton area, the post holder will be expected to visit these from time to time as needed.  **WORKING HOURS**  You will be expected to work 37 hours per week. As the availability of I.T. services are critical to the College and in line with most I.T. working environments, you will be expected to be flexible around when these hours are worked although it is anticipated that in the main they will be close to the College’s normal working day. Evening and occasional weekend work will be required throughout the year. In normal circumstances where you work beyond your contracted number of hours, time off in lieu will be given by agreement with your manager.  **TRAINING**  The College wishes to encourage staff to increase their skills and qualifications, for the benefit of the individual and the College. The post holder may therefore, at the discretion of management, be required to undertake training and development appropriate to present and future needs of the College.  All staff will be required to participate in an annual staff development review.  **PROBATIONARY PERIOD**  For new employees to Bolton College, the first 9 months will be a probationary period, during which their suitability for the position to which they have been appointed will be assessed. The Corporation reserves the right to extend their probationary period if, in its opinion, circumstances so require. During the probationary period, the employment may be terminated either by the post holder or by the Corporation on giving one month’s written notice. The College’s Disciplinary Procedure will not apply during the probationary period.  **APPRAISAL**  The post holder will be required to participate in a staff appraisal scheme approved by the College.  In the interests of health and safety, smoking is not permitted at Bolton College. |
| **JOB DESCRIPTION PREPARED BY: Assistant Principal - CDITS**  **DATE:**  **October 2023** |