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| **Job Title** | IT Project and Systems Manager |
| **Reports to** | Director of Information Technology |

**Job Purpose**

The IT Department provides all of Eton College’s information and communications technology services for over 2,000 users, both inside and outside of the classroom. Reporting to the Director of Information Technology, the IT Project and Systems Manager’s duties include:

* Providing ongoing support and maintenance of the IT User Centric Systems installed at Eton College;
* Supporting the IT development team with informal training of users and support of bespoke systems;
* Working with both users and IT staff to match user needs with system deliverables;
* Assisting with the development of project plans for commercial off the shelf system changes and implementations;
* Assisting with larger project plans for the user centric information systems implementations.

**Key Tasks and Responsibilities**

**IT Project Management (approx. 50% of time)**

* Project manage minor IT related projects and integrate the result into the current IT structure and then ensure the continued running of those services once integrated;
* Project initiation through to project delivery and ultimately project signoff and closure, including handover to IT Helpdesk Support where applicable;
* Aid with stage 1 user acceptance testing for all bespoke and other integrated systems;
* Maintain project documentation and ensure that documentation reflects project realisation;
* Provide and maintain systems documentation to a standard as set by the IT Department Management.

**IT Systems Installation and Configuration (approx. 30% of time)**

* Installing new user centric commercial off the shelf systems, as defined and agreed within project plans created and completing user centric systems configuration to match specifications laid down by projects as described above ensuring smooth integration and implementation.

**IT Systems Management (approx. 20% of time)**

* Provide systems support and appropriate configuration and reconfiguration to all user centric systems based on the changing requirements of Eton College users. These include, but are not limited to;
  + Firefly – Virtual Learning Environment and Intranet
  + Office365 – as used by Masters and Boys for teaching and learning activities
  + iSAMS – as bought and used by various departments
  + Eton iSAMS modules, to include Admissions and future bespoke developments
  + WCBS PASS upgrades and changes to the systems installed with the assistance of WCBS PASS
  + Visitor Management Systems
  + Heritage – School Library Catalogue
  + BioStore – Biometric systems within School Library and TAP
  + ThankQ – future Development Office system
  + FSI Concept Evolution – Facilities Management System
  + eLearning portal – online training for child protection, health and safety
  + Canvas – lesson planner for teaching
  + SSL – College Library Catalogue system
  + Planet eStream/ClickView – Multimedia, live streaming, e-sign systems
  + Boy Information System support which may include configuration of My School Portal and other commercial off the shelf products which will need integration (see project management).
* Provide remote and onsite support access to system vendors to diagnose system faults, report system faults to vendors and coordinate vendor access to server infrastructure;
* Provide coordination and notification to affected departments ensuring that staff are consulted, advised and notified of changes to systems;
* Ensure that documentation relating to the installation and support of the installed systems are created, maintained and disseminated to relevant members of staff;
* Provide testing on systems to ensure they are working correctly following a change or fault;
* Provide coordination with IT Services team to ensure upgrade and fault fixing continuity;
* Assist with providing support and arrange training for all systems installed to relevant departments;
* Commitment to and promotion of equality, diversity and inclusion;
* All positions at Eton are classed as ‘regulated activity’ as per the Keeping Children Safe in Education 2022 guidance, therefore a good understanding of safeguarding procedures is essential;
* Commitment to safeguarding and promoting the welfare of children, including but not limited to, completing safeguarding training as required, and ensuring any safeguarding updates issued by the College are read and understood;
* Understand and comply with procedures and legislation relating to confidentiality.

**Skills and Competencies Required**

To be successful in this role, you will need:

* Significant previous experience working in a customer facing technical IT role;
* A proven track record to document and manage project and IT systems documentation;
* The ability to manage producing projects within accepted IT Department guidelines and associated paperwork including but not limited to support, maintenance and training of implemented systems;
* Previous experience with the user centric systems listed above is desirable;
* Ideally a proven track record to maintain user centric systems in general, including ensuring excellent communication to users regarding changes, upgrades and installation;
* Strong organisational skills with the ability to prioritise your workload;
* Accuracy and consistency;
* Excellent communication skills – both written and verbal;
* To be an efficient and adaptable team player;
* To be discreet and work calmly under pressure;

**Working Pattern**

* This is a full- time position and your hours of work are not fixed but will depend upon the needs of the School programme and the requirements of the department in term time and in the holidays. Candidates should be able to work pre-agreed flexible hours on occasion to maintain project management or systems installed. This can be caused by meetings to discuss projects as well as vendor requirements for remote access running out of hours. A normal working week will however be regarded as 35 hours per week.
* 52 weeks per year;
* 21 days contractual annual leave, plus additional discretionary leave over the Christmas shut-down period (normally 3 days).

**Disclosure Checks**

Eton College is committed to safeguarding and promoting the welfare of its students and staff and expects all staff and volunteers to share this commitment. This role is classed as ‘regulated activity’, whereby the post holder may be required to have contact or be involved in unsupervised activities with children. It is a criminal offence for any person who is barred from working with children to attempt to apply for a position at the College. The suitability of all prospective employees will be assessed during the recruitment process in line with this commitment.  All offers of employment are subject to a number of recruitment checks, including by not limited to; verification of identity and right to work in the UK, an Enhanced DBS check, pre-employment health check questionnaire, satisfactory references, verification of professional qualifications which the College deems a requirement for the post, or which were otherwise cited in support of your application and probationary period.