
ICT Service Delivery Manager

Contract: Permanent / All Year Round

Hours: 37 Hours per week

Salary: Grade 10, Point 27-30: £37,035-£39,513 per annum - depending on experience

Closing date for applications: 10am, Saturday 28th June 2025

THE MERCHANT TAYLORS' OXFORDSHIRE ACADEMY TRUST

Merchant Taylors' Oxfordshire Academy Trust is a multi-academy trust currently consisting of Wallingford School, Brightwell-cum-Sotwell Primary School and Aylesbury UTC. The schools are successful, popular and are rooted at the heart of their local communities.

We are privileged to carry the Merchant Taylors' name and value our relationship with the Company. Their interest, benevolence and engagement with education resonate with our ethos as a Trust.

Our schools are about academic achievement but also personal development and opportunity so that our young people leave us equipped with the skills and experiences which will enable them to thrive. This vision is understood by all members of our school communities and lies at the heart of our ethos.

Our function as a multi-academy trust is to encourage collaboration, innovation and professional development within structures which ensure that our focus is on ensuring that the young people in our educational establishments have the very best possible provision. We work across and within our schools, recognising that the best school-to-school support is deep, embedded and impactful.

Our vision and values are rooted within a belief that every young person is capable of being successful regardless of background, prior attainment or previous school experience.

We believe that schools should serve their local communities and be able to offer the breadth and depth of educational experience which young people deserve in the 21st Century. For us school is about achievement and progress but it is also about supporting our young people to become rounded, well-adjusted young adults ready to lead fulfilling and rewarding lives and to play their part in society.

The approach taken by Merchant Taylors' Oxfordshire Academy Trust (MTOAT) is to focus on delivering a high quality of education in a small number of academies. This strategy enables the MTOAT leadership team to place the maximum possible focus on each academy as it joins the MAT and is, we believe, particularly well-suited to helping struggling schools to address the issues they face.

GENERAL RESPONSIBILITIES

Taking appropriate responsibility for one's own health, safety and welfare and the health and safety of students, visitors and work colleagues in accordance with the requirements of legislation and locally-adopted policies; including taking responsibility for raising concerns with an appropriate manager. The performance of all the duties and responsibilities shown below will be under the reasonable direction of the Headteacher, or other Senior Manager if appropriate, who will be mindful of his/her duty to ensure that the employee has a reasonable workload and sufficient support to carry out the duties of the post.

Role summary:

We are seeking an ICT Service Delivery Manager to ensure the efficient and reliable delivery of ICT and reprographics services across the Trust. In doing so, this role supports MTOAT's vision and values, and adherence to operational Service Level Agreements (SLAs)

This role oversees the ICT technicians, co-ordinating equipment procurement and installations, and providing regular performance metrics whilst reporting to the Director of ICT. Acting as a key point of service escalation, the Manager supports ICT Technicians and internal stakeholders, including students and staff, in resolving incidents and problems effectively by working with technical expertise within the ICT Team, and more widely across MTOAT.

With strong expertise in ICT Service Management, the ICT Service Delivery Manager ensures seamless collaboration between ICT Technicians, driving continuous service improvement, maintaining and refining processes, and implementing robust change management practices to ensure a smooth delivery of updates and new services. This role also includes managing multiple concurrent projects, such as large-scale hardware installations in new facilities, while providing leadership and development to the ICT Technician team to foster a high-performing, customer-focused environment. Additionally, the ICT Service Delivery Manager ensures effective vendor/contract management to deliver value and quality from external partners.

DUTIES

1. Managing the day to day operation of MTOAT ICT services across all MTOAT sites in accordance with the Director of ICT's requirements. To include computing, networking, reprographics, telephony and AV.
2. Responsible for planning, procurement and deployment of upgrades and new ICT facilities, to maintain a efficient, reliable, up-to-date and secure environment, in accordance with current DfE guidelines.
3. Overseeing the implementation, routine operation and maintenance of all ICT related equipment and services, including fault diagnosis, incident escalation, system upgrades, and ensuring compliance with security standards, documentation, and SLAs.
4. Liaising regularly with staff to ensure the timely delivery of ICT services required in their area.
5. Management and development of MTOAT's software and hardware records/asset inventory ensuring it is a correct and up to date.
6. Provide leadership, management and support to the ICT team, uphold team professionalism and customer service standards, reporting anomalies promptly to the Director of ICT.
7. Manage and develop all aspects of MTOAT's Active Directory, GPO, DHCP, DNS, MS365 cloud services.
8. Manage MTOAT's printing services and provide reports where necessary.
9. Manage the deployment of curriculum software as required.

GENERAL

THE ATTRIBUTES OF THE IDEAL CANDIDATE:

EDUCATION, QUALIFICATIONS AND TRAINING

- Degree in ICT Computer Science or a related field, or equivalent professional experience.
- Good literacy and numeracy (GCSE Maths & English)
- Evidence of ongoing professional development in ICT Service Management.

EXPERIENCE

- Proven experience of supporting ICT service delivery in an educational environment.
- Demonstrable experience in managing IT help-desk operations and resolving escalations.
- Experience managing vendor and supplier relationships, including contracts and procurement.
- Proven track record of leading and developing technical teams to deliver excellent service.

KNOWLEDGE, SKILLS AND ABILITIES

- Excellent ICT diagnostic skills
- Expert knowledge and proven experience of current MS Windows desktop operating system and MAC OS
- Expert knowledge of MS Windows server 2016 and newer operating systems, Active Directory, GPO, DHCP, DNS, MS365 cloud services and of the deployment and support of a client server environment
- Expert knowledge and previous experience of networking infrastructure management including Aruba and Cisco.
- Knowledge and previous experience with hypervisors including KVM and Hyper v
- Strong leadership and team collaboration skills
- Ability to communicate effectively with staff, students and suppliers, building positive relationships
- Effectively provide support to users with varying levels of ICT literacy
- Be able to produce high quality documentation
- Be able to work under pressure and to deadlines, and produce work to the required standards and to agreed timescales

OTHER REQUIREMENTS

- Have a full clean driving license and access to a vehicle.
- Be honest and trustworthy, with a professional attitude
- Enthusiasm, energy and commitment, with attention to detail
- Ability to work flexibly to meet the requirements of the department

THE HOURS + SALARY

Permanent

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Pension Details

Please visit www.lgps.org.uk and www.oxfordshire.gov.uk/pensions for details of our Local Government Pension scheme.

Terms & Conditions

Wallingford Schools Academy employs support staff on the conditions or service contained in the National Joint Council for Local Government Services National Agreement on Pay and Conditions of Service (Green Book), the provisions of which allow for a 26-week probationary period for new employees. This can be found through <http://www.oxfordshire.gov.uk/cms/content/schools-conditions-employment-green-book>. <http://schools.oxfordshire.gov.uk/cms/content/contracts-staff>

General Points

You will be able to contribute to the Local Government Superannuation Scheme.

Applicants should be aware that the School operates a non-smoking policy.

Wallingford School is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. All successful candidates will be subject to a Disclosure and Barring Service Check (previously named as a CRB check) along with other relevant employment checks. Any offer of employment is subject to satisfactory medical, reference and DBS clearance and also The Asylum and Immigration Act ID checks.

We look forward to receiving your application.