JOB DESCRIPTION

Job Title:	Head of Technology	Service Area:	Central Services
Responsible To:	Director of Support Services and Business Transformation	Salary:	Up to 50k

JOB PURPOSE

Manage the use and development of Information and Communications Technology (ICT), Management Information Systems (MIS), Assistive Technology (AT), and any other technology in the Foundation, through the effective leadership and development of a Technology Department.
To drive the technology strategy and transformation, lead technical developments, and responsibility for the development and line management of a team.

MAIN DUTIES

 - Managing the Foundation's computer network (via the IT team) is an important part of this role; this will include ensure critical data availability and integrity, appropriate software licensing, maintaining the security of the Foundation's systems, developing the nature and capacity of the system, and planning the update and renewal of systems and software. This will get the basic infrastructure right to allow MIS and AT to function appropriately and as needed.
-Managing the IT Manager, Technicians and 'Helpdesk' service that is offered to all service users and staff is an important component of the department. The IT technicians provide a 'first-line' support service that may involve escalating issues to the IT Manager or Head of Technology if appropriate and identifying training needs or continuous improvement initiatives.
- Overseeing technology and innovation improvements. To continue refreshing devices and servers. To standardise kit for ease of staff training and sharing, IT helpdesk support improvements, respond to demands for specific kit if needed, better processing power and reliability.
- Continually review applications and systems in use including Sharepoint development, removal of shadow IT, implementation of Office 365, review of Foundation systems, review of service user systems, intranet and internet improvements.
- Lead and continue to develop on improvement projects to avoid falling behind with technologies and improve overall information security and reduce risk of data breach.
- Develop an improved Disaster Recovery and Business Continuity solution.
- Managing training within the team to ensure they are confident and skilled and appropriate for the technology challenges being faced by the Foundation.
- Oversee operating systems development and management.
-The development of the Assistive Technology (AT) used at the Foundation by our

service users is an equally important role to be carried out in collaboration with therapy and curriculum staff although this may be postponed until the Foundation IT infrastructure and Management Information Systems are developed and embedded.
-Manage other technology team members, some of whom are yet to be recruited although the structure has been developed. The technical supervision and management of MIS staff is also expected.
- Responsible for development of job descriptions and other HR related activities within the team.
-Contribute to the operational management and strategic leadership of the Foundation. This will involve various tasks as directed by the Director of Support Services and Business Transformation.

ORGANISATIONAL STANDARDS

Professional duties
The Percy Hedley Foundation operates in a demanding and often changing environment. Members of staff must be flexible, adaptable, willing to face up to changing circumstances and new opportunities. The following list of duties and responsibilities must therefore be taken as a guide and is not to be comprehensive:
- Participate in the review of the Foundations Policies, Procedures and Processes;
- Participate in arrangements for the performance development review process
- Participate in arrangements for further training and professional development
- Keep up to date with changes or developments within your professional area
- Fully participate in the induction and training programme provided by the Percy Hedley Foundation
- Contribute to the professional development of other staff, including the induction of new staff.
Discipline, Health and Safety:
- Adhere to and promote Percy Hedley Foundation Health, Safety and Welfare policy at all times
- Purchase equipment from a recognised source
- Report all incidents and accidents to Health and Safety Officer
- Maintain a high standard of record keeping in line with Percy Hedley Foundation policies and procedures.
 Equality and Diversity:
-Promote equality of access to education, training and employment opportunities for disabled people, and advocate a positive attitude
-Recognise that disabled people are individuals who have specific needs
-Employ support strategies that will empower disabled people
-Show awareness of knowledge and display non-discriminatory behaviours at all times in relation to culture, race, ethnicity, disability, gender, sexuality and age
-Recognise the importance of inclusion by using appropriate means of communication at all times
-Be flexible, trying to meet the changing needs of both disabled people and environment.

Safeguarding:
-Percy Hedley Foundation have adopted recruitment and selection procedures, and other Human Resource Management processes, that help deter, reject or identify people who might abuse vulnerable children/adults, or are otherwise unsuited to work with them.
-The Trustees/Governing Body are committed to promoting the welfare of children and young people/adults and staff are expected to ensure that the highest priority is given to following guidance and regulations to safeguard those in our care.
Confidentiality:
- Respect confidentiality. All personal information about people using the foundations services to which you have access should be treated as confidential. Information about the people's needs, progress and assessment should only be shared with the team to aid support
-Remain objective and do not favour any gender, language or culture and comply with the Percy Hedley Foundation policy.

SUMMARY OF KNOWLEDGE, SKILLS & EXPERIENCE

Criterion	Essential	Desirable	Method of Assessment
Education / Qualifications	-GCSE's or equivalent including English and Mathematics (Grade C or above) - Possession of a nationally recognised qualification at degree level or other similar qualification in IT or related areas is required.	- Possession of an MCP, MCSA or MCSE - Possession of a nationally recognised management and or leadership certificate at level 5 or above -Microsoft certified qualification or training. -Apple certified qualification or training.	Application References Interview

Experience	-Evidence of delivery of large scale technology projects and continuous improvements
	- Understanding of team working skills and approaches
	-Demonstrable experience in managing a Microsoft-centric ICT Environment
	-including:
	
	    -Windows Server 2003+ including Active Directory and Group Policy
	    -Windows XP/Vista/7/8/10
	    -Microsoft Office 2003+, Exchange 2010,
	    IIS Server, SQL Server,
	    Update Services,
	
	    Anti-virus firewall protection monitoring
	    -Mobile Device Management
	    -BYOD
		- Experience of the development and application of technical policies and procedures
		- Experience of running large scale technical projects in academic or industry contexts
		- Experience of working in an educational or social care environment
		- Experience of the application of technology to support learning
		- Experience of running large scale technical projects in academic or industry contexts
		- Assistive Technology knowledge and experience to include:
		
		• AAC – Alternative Augmentative Communication
		• ECS – Environmental Control Systems
		• Switching and access technologies
			Application
			References
			Interview

	-TCP/IP and Wireless Networking -Internet Security -Proven organisational skills		
Skills / Abilities / Knowledge	-Maintain suitable change control documentation. -Strong written and oral communication skills - Evidence of team leadership and management skills -Demonstrate a methodical and organised approach to data and security management - Ability to research for information and resources	Administer networks with regard to security and back-up. Project management techniques	Application References Interview
Personal Qualities	-Ability to develop a good working relationship with a wide range of stake holders. -An open and adaptable style of communication. -A supportive, approachable and confident personality. -Good time management skills. -Ability to work unsupervised and as part of a team. -Ability to work to tight deadlines and manage multiple projects and tasks simultaneously An understanding of the legal, security and moral issues relating to the use of ICT/ MIS and AT especially in relation to organisation security and service user risks -Full current driving license and/or access to a means of mobility support.		Application References Interview
Additional Contractual Obligations	-Occasional working outside of normal working hours may be required.		Interview