



IT Manager Job Description

Start Date: 01.05.2024

Reports to: Business Director

Division: Whole School Administration

In the area of IT Management tasks, the IT Manager's responsibilities include:

- Defining and articulating the IT strategy
- Defining and maintaining the IT Architecture
- Lifecycle management for IT Hardware and Software
- Budgeting IT costs
- Overseeing IT operations
- Defining and implementing PD for IT staff
- Defining external support needs
- Liaising closely with the Business Director and Director to ensure effective short, medium and long-term IT strategic direction

In the area of Leadership and Communication, the IT Manager's responsibilities include:

- Maintaining a positive culture and empowering colleagues to take responsibility and continue their ongoing professional growth
- Maintaining pro-active and professional communication with key stakeholders and colleagues
- Leading by example
- Effective and timely liaison/communication with the Leadership Team and broader leadership colleagues

- Demonstrating behavior consistent with legal, ethical, and professional standards, and engages in continuous professional development.

In the area of Backend Technical Support Tasks, the IT Manager's responsibilities include:

- Network wired and wireless: planning, administration, maintenance and support
- Firewall: planning, administration, maintenance and support
- Server structure and infrastructure physical and virtual: planning, administration, maintenance and support incl. approx. 30 servers
- Client computer structure, physical and system setup: planning, administration and support
- SAS (GSuite, Office 365, ManageBac, iSams etc.): planning, administration, maintenance and support
- Telephone System: planning, administration and support
- Website
- Handling external support
- Supporting facility services with IT related systems (heating, entrance management system etc.)

In the area of Frontend Support Tasks, the IT Manager's responsibilities include:

- Following up on daily job tickets
- Frontend help desk
- Support for presentations
- Exam support

Additional Support tasks:

- Supporting other team members' tasks and organizing follow-up
- Covering other team members' holidays or medical leave
- Maintaining and supporting 3D Printer
- AGIS conference support (as required)
- Other related tasks as deemed necessary by the Director

Skills and Requirements

It is expected that candidates for this position will be an appropriately qualified and experienced professional who has demonstrated their ability to lead a team and to strategically develop and maximize the IT infrastructure to best support learning outcomes for the students and the learning impact of the teachers. They should possess:

- A Degree, or higher, in a related field
- Confidence and capability in both English and German
- A minimum of five years relevant experience
- An understanding of and experience in working in an educational environment
- Excellent interpersonal skills with the ability and desire to work collaboratively with the community of ISHR and the wider community locally, nationally, and internationally.