



SEAX Multi-Academy Trust

Service & Infrastructure Manager

Job Description & Person Specification

Job Title:	Service & Infrastructure Manager
Grade:	Scale 7/8 (Points 19-28)
Based at:	SEAX Trust Schools, primarily based within the IT Central Services team, Chelmsford
Reports to:	Director of IT and Digital Transformation
Liaison with:	All stakeholders inc staff, students, parents.
Job Purpose:	• To lead the operational delivery of ICT services across the Trust, ensuring secure, reliable and effective technology systems that support teaching, learning and business operations. • Oversee the delivery of the ICT helpdesk service, act as the senior technical escalation point, and lead the maintenance, development and continuous improvement of the Trust's infrastructure and cloud services. • Translate strategic objectives into operational delivery, ensuring excellent customer service, robust cyber security, effective infrastructure management and high-quality ICT support across all Trust schools.
Principal Accountabilities:	Cross-Trust responsibility for: • Management and continuous improvement of the ICT Service Desk function. • Delivery of responsive and customer-focused IT systems and their support service. • Technical escalation and resolution of complex incidents and problems. • Cyber security operations and compliance activities. • Infrastructure projects, system upgrades and technology implementations. • Maintenance of ICT standards, documentation and asset records. • Ensuring ICT services support safeguarding, data protection and business continuity requirements.



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Service Delivery & Helpdesk Management

- Lead and manage the Trust ICT Helpdesk service.
- Ensure incidents, requests and changes are prioritised and resolved within agreed service levels.
- Act as the primary escalation point for complex technical issues.
- Monitor service performance and identify opportunities for improvement.
- Analyse recurring incidents and implement permanent solutions.
- Produce regular performance reports and service metrics.
- Develop and maintain service management processes and procedures.
- Promote a culture of excellent customer service across the ICT team.

Teamwork and Leadership

- Support recruitment, induction and development of ICT staff.
- Coordinate technician deployment and workload across Trust schools.
- Provide mentoring, coaching and technical guidance to team members.
- Foster a culture of collaboration, accountability and continuous improvement.
- Ensure effective communication between the ICT team and schools.

Infrastructure & Technical Management

- Manage Microsoft 365, Microsoft Entra ID, Intune and Active Directory services.
- Support the management of network infrastructure including switching, wireless and internet connectivity.
- Ensure the reliability, resilience and security of ICT systems.
- Support the management of backup, disaster recovery and business continuity arrangements.
- Oversee endpoint management and deployment standards.
- Support management of telephony, printing and audiovisual systems.
- Maintain CCTV and access control systems where applicable.
- Ensure infrastructure documentation remains accurate and up to date.

Cyber Security & Compliance

- Support delivery of the Trust's cyber security strategy.
- Monitor and respond to cyber security incidents and threats.
- Vulnerability remediation and security improvement activities.
- Manage endpoint protection and security solutions.
- Support Cyber Essentials accreditation.
- Ensure ICT systems align with DfE Digital and Technology Standards.
- Support safeguarding initiatives through appropriate monitoring and filtering technologies.
- Assist with internal and external audits relating to ICT systems and security.

Project Management

- Lead technical infrastructure projects and system upgrades.
- Plan and coordinate hardware and software rollouts.
- Support school technology refresh programmes.
- Support the management of project timelines, risks and technical dependencies.
- Coordinate supplier and contractor activities.
- Ensure successful implementation of new systems and services.

- Provide technical input into Trust-wide digital transformation initiatives.

Supplier & Contract Management

- Act as the operational point of contact for ICT suppliers and service providers.
- Monitor supplier performance and service delivery.
- Escalate service issues where required.
- Support procurement activities and contract reviews.
- Assist with asset lifecycle planning and replacement programmes.
- Ensure value for money and effective contract management.

Governance, Documentation & Compliance

- Maintain technical standards and configuration documentation.
- Ensure asset management procedures are followed.
- Contribute to ICT policies, procedures and operational standards.
- Ensure compliance with data protection and information security requirements.
- Maintain accurate records of infrastructure, systems and licensing.
- Support Trust governance and assurance activities.

Strategic Support

Working alongside the Director of IT & Digital Transformation to:

- Support the development of ICT strategies and roadmaps.
- Evaluate emerging technologies and innovation opportunities.
- Identify service improvement initiatives.
- Contribute to digital transformation projects.
- Support long-term infrastructure planning and investment decisions.

General Duties

- Establish constructive **relationships** and be supportive of, and sensitive to, the needs of colleagues, pupils and the wider school community
- Encourage **interaction and teamwork** within the school and Trust; attend relevant school meetings, as required, share ideas and new initiatives
- Respect **confidentiality** and maintain **professionalism** at all times
- Actively engage in relevant training opportunities, taking responsibility for own **professional development**
- Participate in the **performance and development review process**, taking personal responsibility for identification of learning, development and training opportunities in discussion with line manager
- Contribute to the overall **ethos, work and aims** of the school and Trust
- Comply with all **School and Trust policies and procedures**, including the Code of Conduct and those relating to child protection, equal opportunities, health & safety, confidentiality and data protection, reporting concerns to an appropriate person.

The duties above are neither exclusive nor exhaustive and the post-holder may be required by the Director of IT/Service and Digital Transformation Lead to carry out appropriate duties within the context of the job, skills and grade.

The SEAX Trust and all of its academies are committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The successful candidate will be required to complete a Disclosure & Barring Service (DBS) application, medical checks and references.

Written	Excellent written communication skills, with an ability to produce technical and detailed reports for senior leaders	✓	
Languages	Able to overcome communication barriers with children and adults Knowledge of specialist terminology	✓ ✓	
Negotiating	Ability to negotiate effectively with children and other adults	✓	
Technology			
Technology	Strong knowledge of all areas below: • Microsoft 365 • Entra ID • Intune • Windows Server • Active Directory • Networking • Wireless Infrastructure • Device Management • Security Best Practices • Backup and Disaster Recovery Knowledge of all areas below: • Defender for Endpoint • Defender for Office 365 • 3CX • Ruckus Wireless • Dell and Aruba Switching • Lightspeed • Google Workspace • Paxton Net2 • Papercut • SCCM • Mosyle MDM	✓	✓
Working with Children and Others			
SEND	Detailed understanding and ability to support children with developmental difficulty or disability in relation to role	✓	
Child Development	Detailed understanding of how the role contributes to child development Ability to put ideas forward to aid improvement	✓ ✓	

Health & Wellbeing	Understand and support the importance of physical and emotional wellbeing Take responsibility for own wellbeing	✓ ✓	
Curriculum	Excellent understanding of the school curriculum relevant to, and in support of, the role and able to advise and support others relevant to specific area	✓	
Behaviour Management	Understanding and implementation of the school's behaviour management policy	✓	
Relationships	Ability to establish rapport and respectful and trusting relationships with children and adults	✓	
Teamwork	Ability to work with a range of other adults Ability to make a distinctive contribution to the work of the team	✓ ✓	
Information	Know when, how and with whom to share information Ability to provide timely and accurate information	✓ ✓	
Leadership & Management			
Negotiating	Experience of leading and managing change	✓	
Organisational skills	Excellent organisational skills Ability to remain calm under pressure Ability to be pro-active and initiate action Strong decision-making ability Ability to manage competing priorities Strong customer service focus	✓ ✓ ✓ ✓ ✓ ✓	
Time Management	Ability to manage own time effectively Demonstrate a flexible approach	✓ ✓	
Creativity	Demonstrate a highly creative approach to supporting children and staff and an ability to resolve complex problems independently	✓	
General			
Equalities	Awareness and promotion of and commitment to equality	✓	
Health & Safety	Excellent understanding of Health & Safety legislation and procedures relating to specialist area Ability to advise others	✓ ✓	

Child Protection & Safeguarding	Understands and implements child protection and safeguarding procedures	✓	
Confidentiality/Data Protection	Understands and follows procedures and legislation relating to confidentiality Understands and implements the Trust's Data Protection Policies	✓ ✓	
CPD	Is prepared to develop and learn in the role Maintains and develops professional knowledge of current and emerging technologies	✓ ✓	