



Job Description

IT Manager

At Verdala International School (VIS), we believe that each employee makes a significant contribution to our success and that contributions should not be limited by the assigned responsibilities. Therefore, the job description is designed to outline primary duties, qualifications, and job scope but does not limit the employee or VIS to only the work identified. It is a basic expectation that each employee will offer their services wherever and whenever necessary to ensure the success of our school.

At VIS, we use safer recruitment practice and pre-employment background checks, to maintain the highest standards of safeguarding and child safety. Staff are asked to sign a code of conduct on an annual basis and expected to adhere to our standards and practices. We engage with our values of respect, integrity, dedication and empathy through our professional work and relationships within our community.

Purpose of Role

The IT Manager, (in partnership with the Director of IT Integration and IT Support Team), plays a pivotal role in supporting and leading elements of the school's digital transformation initiatives, ensuring a robust, secure, and forward-looking IT infrastructure. This role is central to supporting a one-to-one Apple iPad device programme in the Elementary School, and a Bring Your Own Device (BYOD) programme in the Secondary School. The successful postholder will join Verdala International School at an exciting juncture as we partner with a new service provider to reimagine our IT provision, including new cutting-edge WiFi 7 technologies, and the integration of cloud services. The IT Manager will lead a small, agile IT team, manage vendors, and work collaboratively with stakeholders to provide a digitally empowered operational environment.



Job Description IT Manager

Reports To: Director of IT Integration

General Duties & Responsibilities

Leadership and Strategy

- Serve on committees and working parties driving school improvement related to IT operations.
- Support and lead the rollout of IT projects, including Wi-Fi 7 rollout, 1:1 device programme enhancements, IT infrastructure upgrades, and cloud service integrations.
- Develop and manage the IT budget, ensuring strategic allocation of resources to meet the school's digital transformation objectives.
- Provide regular updates and recommendations to the Director of IT Integration on technology investments and upgrades.
- Plan for future IT needs, aligning with the school's vision for digital learning and operational excellence.
- Lead and mentor the IT team, fostering a culture of innovation, collaboration, and professional growth.
- Conduct regular performance evaluations and provide opportunities for skill development.

Infrastructure and Security Management

- Install, maintain, and support servers (Windows Server 2016+), systems, and networks, ensuring continuous performance.
- Maintain accurate inventory of equipment, computers, software licences, and infrastructure documentation.
- Maintain systems for back-up and disaster recovery
- Ensure network integrity through regular security updates, protecting against viruses and vulnerabilities.
- Monitor server and network activity using performance monitoring software and security applications (e.g., intrusion detection, virus scanning).
- Conduct regular security assessments, including penetration testing, risk evaluations, and implement necessary updates and patches.
- Maintain and log the physical network (wired and Wi-Fi) and work with the Managed Service Provider to manage the firewall (preferable experience in managing Fortinet firewall solutions), cloud, and on-premise services.



Job Description IT Manager

- Manage the school's domain name and DNS via GoDaddy.

User and System Management

- Manage user accounts, including passwords, storage space, and permissions.
- Manage Google Workspace for Education, including user permissions.
- Maintain all school computers, laptops, and other equipment, ensuring updates and endpoint/virus protection are applied.
- Monitor and manage software licences and school subscriptions.

IT Support and Helpdesk

- Maintain and optimise the IT helpdesk system for efficient issue resolution.
- Provide first-line support to staff and students, resolving IT-related issues promptly.
- Act as the primary liaison between vendors, contractors, and internal stakeholders for IT support.

Data Protection and Compliance

- Enforce policies on data protection, GDPR compliance, and acceptable use, ensuring training for staff.
- Liaise with and support the Data Systems Manager on IT-related data and compliance matters.
- IT Procurement and Vendor Management
- Coordinate IT procurement with suppliers (local and international), ensuring cost-effective solutions.
- Manage printers, photocopiers, toner inventories, and printing services, including PapercutMF.
- Liaise with the Advancement Officer to maintain the school's public website and social media pages (e.g. LinkedIn, Meta etc).

Performance Monitoring and Key Performance Indicators

- Establish and monitor Key Performance Indicators (KPIs) for IT operations, ensuring alignment with school objectives.
- Innovation and Professional Development
- Stay informed of emerging technologies and trends to ensure the school remains at the forefront of educational IT innovation.



Job Description IT Manager

Qualifications

- Bachelor's degree in Information Technology, Computer Science, or a related field (*Master's degree preferred*).
- Certifications in network and device management, such as Aruba Certified Network Professional (ACNP), JAMF certifications, Google Workspace, Apple Certified Support Professional, and Microsoft Certified: Windows Server Hybrid Administrator Associate, are highly desirable.
- Fluency in English (speaking, reading and writing).

Skills & Competencies

- Proven experience in IT leadership in an educational setting. *Experience in a school setting is highly desirable.*
- Expertise in Apple technologies, including macOS, iOS, Apple School Manager, and MDM solutions like JAMF.
- Strong knowledge of high density WiFi technologies, *Preferably HPE Aruba network protocols, and security practices.*
- Familiarity with cloud platforms such as Google Workspace for Education, Google Cloud.
- Demonstrated ability to manage large-scale IT projects and budgets.
- Excellent problem-solving skills, with the ability to operate in high-pressure situations.
- Strong interpersonal and communication skills, with the ability to work collaboratively with diverse stakeholders.
- Ability to work flexibly within the complexities of a School setting