

ICT Director -Kenya based (Educational Sector)

My client is a recognized international name in providing multi cultural education. To ensure they maintain their operations at the highest standards they seek an ICT Director who will be in charge of developing and directing the strategic ICT Vision to manage the next level of IT efficiency throughout the School to ensure that their ICT needs are met by the solutions deployed.

Responsibilities

- The ICT Director will have overall responsibility for the management, installation, maintenance, availability and security of the school's applications, network, hardware and software and management of the ICT team.
- Develop standards for the use of ICT, including e-safety, health & safety, asset disposal, receiving and testing ICT equipment, data protection, internet use, email, security and ICT resource management within the School and monitor adherence to the policies and standards.
- Ensure that the School delivers high quality ICT services which are competitive with those offered by other leading independent schools.

Desktop, Database and Application Support

- Manage the installation, maintenance and upgrades of desktop and mobile device hardware (including peripherals) and software. To be aware of the limitations and the appropriate use of hardware and operating systems and present strategic alternatives to the Core Management Team, via the ICT Strategy Committee.
- Manage advanced diagnosis procedures on hardware, peripherals and applications.
- Provide advice on compatibility of hardware and Operating System and compatibility of applications with existing systems, based on user requirements to the Core Management Team.
- Manage the School database, including liaison with SIS vendor, and managing data entry and report outputs.
- Manage the School's Audio Visual requirements to support teaching and learning, including use for events and performances, and for Enterprise activities.
- Manage the School's Digital Media and Mobile Learning requirements, including liaison with the External Affairs department and the ICT Education Committee.

Server & Network Support

- Together with the Computer System Manager: install, support and maintain the network infrastructure, including monitoring network performance. Install, maintain and upgrade hardware and software, and servers. Create and maintain user accounts and user permissions. These responsibilities may involve delegating to the ICT Technicians or undertaking the tasks

personally as appropriate.

- a. Design and implement network infrastructure to meet the School's requirements.
- b. Manage active network components including switches etc., install additional servers and upgrade the network operating system.
- c. Set up and maintain Internet filtering systems, proxy services, mobile device management portals and firewalls. These responsibilities may involve delegating to the ICT Team or undertaking the tasks personally as appropriate.
- d. Work with the Teaching staff, advising and supporting in regard to specific requirements for hardware (Apple Macs, iPads) and specialist software.
- e. Manage remote access to the School's systems.
- f. Manage the School's Wi-Fi access for students and parents.
- g. Manage the links to the JTL, Swift Global and mobile data providers (Safaricom and Airtel).
- h. Manage and support specialist software as necessary, including accounts, payroll & fees; among others.

Configuration & Installation

- Follow a defined process to manage configurations and changes to ICT systems. Test changes to systems, audit software (including licenses), hardware, ICT usage and ICT infrastructure and maintain accurate records in terms of identification and configuration.
- Report on the effectiveness and impact of the processes to the Core Management Team via the ICT Strategy Committee.
- Project-manage the installation of audit software and hardware.

Continuity, Maintenance & Security

- Develop, communicate and implement a plan for recovery and program of regular maintenance tasks to minimize the impact on the ICT service of a serious disaster, including the School's backup and virus protection policies.
- Maintain and regularly review whole-school system contingency plans.
- Implement appropriate security systems to protect hardware, data and confidential information in a segmented and flexible manner appropriate to the needs of the various different groups of users.

Support Request Management

- Manage the resolution of daily support requests, analyze and determine appropriate responses to requests.
- Produce and analyze separate incident and problem reports for management purposes.
- Analyze the support logs to produce detailed management reports and help plan future support service developments.

- Provide hands on support for problems as necessary.
- Set support priorities given staff availability and wider ICT service demands.
- Advise Core Management Team and the ICT Strategy Committee on areas of Professional Development required, based on support log analysis.

Internal Support Arrangements

- Work within the context of negotiated service levels agreed with the Head Master, for parents, staff and pupils. Set out and manage clear expectations for service delivery for the team. Monitor and manage external support services and contracts.
- Report on and monitor progress against agreed service levels.
- Assess needs, and recommend internal and external support arrangements and contracts required to deliver an effective ICT service in the School, in conjunction with the Computer System Manager.
- Ensure warranties are appropriately purchased and used.

Leadership, Management and Training

- Lead, motivate and develop the School's ICT team, (including the Computer System Manager), obtaining commitment to the delivery of all agreed objectives.
- Actively support the personal development of each member of the ICT team through rigorous performance management, in line with School policy.
- Ensure that training on the use of hardware and software within the School is offered to all staff at appropriate times and at relevant levels.

9. Budgets

- Establish the ICT Capital & Revenue budgetary requirements, arrange the sourcing of resources, manage income and expenditure and ensure best value for money for ICT spend.
- Maintain full inventory of ICT assets and consumables, including planning for replacements on an appropriate timescale.

Candidate Requirements

- Extensive experience in administration and configuration of a Windows Server/Client infrastructure supporting a large user base of networked computers.
- Solid experience in a similar role
- Experience in iOS and a mixed Apple-Windows user workplace

Remuneration

- The gross basic salary for the successful applicant is KSH 350,000 to 450,000 dependant on

level of experience and qualifications. The position also comes with a generous medical and pension scheme

Application process

Interested candidates can apply by sending a copy of their updated Cv and a brief cover letter to

Claude D'souza at claude.dsouza@hallmarkrecruitment.co.uk or claudedsouza1@gmail.com

Incase of any queries or clarifications you may reach me on 0722887311 or 0202012707