

JOB PROFILE	
<b>Company:</b>	Italia Conti Arts Centre Limited
<b>Department:</b>	IT
<b>Role:</b>	IT & MIS Manager and Data Reporting Analyst
<b>Reporting to:</b>	Vice Principal
<b>Direct reports:</b>	N/A
<b>Location:</b>	Victoria Place, Woking

ROLE SUMMARY
<p>The IT &amp; MIS Manager is responsible for managing Italia Conti's IT network infrastructure in partnership with the existing outsourced IT provider, providing comprehensive IT support and also improving and enhancing Italia Conti's management reporting capabilities and developing its systems to provide, manage and monitor reliable, accurate management information.</p> <p>The role is based in Woking 4 days-per-week owing to the need for IT support on site.</p>

KEY ACTIVITIES
<ul style="list-style-type: none"> <li>• Providing thoroughgoing IT support in partnership with the existing ousourced IT provider.</li> <li>• Monitoring the IT e-mail account and providing support related to networking or connectivity issues.</li> <li>• Maintaining the Italia Conti network in partnership with the current outsourced provider, including but not limited to: backing up network data, configuring security settings and access permissions for groups or individuals and installing network software, including security or firewall software.</li> <li>• Analysing and reporting computer network security breaches or attempted breaches.</li> <li>• Testing computer software or hardware and identifying the causes of networking problems using diagnostic testing software and equipment.</li> <li>• Troubleshooting network or connectivity problems for users or user groups and evaluating local area network (LAN) or wide area network (WAN) performance data to ensure sufficient availability or speed, to identify network problems, or for disaster recovery purposes.</li> <li>• Analysing network data to determine network usage, disk space availability, or server function.</li> <li>• Performing routine maintenance or standard repairs to networking components o equipment.</li> <li>• Configuring and defining the parameters for installation or testing of local area network (LAN), wide area network (WAN), hubs, routers, switches, controllers, multiplexers, or related networking equipment.</li> <li>• Installing new hardware or software systems or components, ensuring integration with existing network systems.</li> <li>• Installing or repairing network cables, including fibre optic cables.</li> <li>• Monitoring industry websites or publications for information about patches, releases, viruses etc.</li> </ul>

- Producing Italia Conti passes.
- Assisting with the preparation of inspection, validation, and accreditation materials
- Working with the Head of Quality Assurance & Academic Partnerships Liaison and team on the collation of useful data, analytics and dashboards across the organization.
- Working with colleagues to enhance and improve the way Italia Conti uses its databases and Management Information Systems.
- Suggesting and proactively considering data analytics to support the organization processes, systems and aims including working towards registering with the Office for Students and other inspectorates and Governance reporting.
- Working as the lead for management information systems within the quality team, ensuring the standard of the population, use and extraction of meaningful data
- Investigating and researching new information management and data systems to ensure Italia Conti is cutting-edge in its approach and use of market resources and tools.
- Assisting with the training of staff in the satisfactory use of management and data systems where necessary.
- Providing accurate and meaningful data in different forms as requested by the Senior Leadership Team, Senior Management Team and Quality team and for strategic projects.
- Producing information as requested to assist with Italia Conti's overarching business plan and strategic objectives. Working with the Vice Principal and the SLT.

QUALIFICATIONS, KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED		
	Essential	Desirable
<b>Qualifications/Education</b>	<ul style="list-style-type: none"> <li>• Educated to degree/UK Education Level 6 in a relevant discipline (data management, statistics, IT etc.), or equivalent experience.</li> </ul>	<ul style="list-style-type: none"> <li>• Higher Degree/Professional Qualification in Management/Education.</li> </ul>
<b>Knowledge/Skills</b>	<ul style="list-style-type: none"> <li>• Excellent influencing and communication skills and an open and collaborative style.</li> <li>• Knowledge of IT systems and servers.</li> <li>• Knowledge and understanding of databases and reporting tools.</li> <li>• Knowledge of the data requirements of an academic</li> </ul>	

	<p>institution (i.e. – for the Office for Students etc.).</p> <ul style="list-style-type: none"> <li>• Personal integrity and high standards for self and others.</li> <li>• In-depth knowledge of the sector and key trends.</li> <li>• A positive, collaborative style and the willingness to work as an instrumental part of the wider Quality Assurance and Academic team.</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Significant demonstrable experience of relational databases and reporting tools including education packages and PowerBI.</li> <li>• Significant demonstrable experience of providing thoroughgoing IT support.</li> <li>• Experience of an administrative or managerial role within a HE or FE context.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of using ProMonitor and ProSolution (OneAdvanced)</li> </ul>
<p><i>The above duties will inevitably change as the work of Italia Conti develops. The post-holder should therefore expect periodic variations to this job description. This job description may also be supplemented on a regular basis by individual objectives derived from the Italia Conti's strategies.</i></p> <p><i>The post involves commitment to working outside the normal hours and a willingness to work flexibly is expected. There will be an occasional need to undertake business travel.</i></p> <p><i>There is an expectation that all employees will maintain the values of the Italia Conti and will comply with its code of conduct as well as equality and diversity, health and safety and safeguarding policies.</i></p>		