

Job Description

Teachers and Support Staff

Role:	Cluster Network Support Officer (Heaton Cluster)
School:	Beckfoot & Hazelbeck School
Salary/Grade:	Band 8 SCP 17-22
Reporting to:	Cluster Network Manager

Core Purpose of the Post:

As Network Support Officer, you will focus on the maintenance of the networks used by the school to make sure performance meets requirements. The role will vary in testing and troubleshooting problems to regular maintenance to identifying ways to make improvements and implementing them. Network Support Officers contribute high-level support such as informing strategic planning for network upgrades and high-level network performance analyses.

You may from time to time be required to undertake other duties commensurate with the grade and level of responsibility defined in this job description.

- Will contribute to the overall ethos/work/aims of the Trust.
- Will appreciate and support the role of other professionals.
- Will deal with any issues, immediate problems or emergencies that arise in line with school policies and procedures liaising with colleagues where necessary e.g. dealing with a sick, injured or distressed child.

Main Duties and responsibilities:

- Undertake the full life-cycle management and support of system, network, and email accounts
- Identify areas which could be automated or made more efficient and suggest implementation options or requirements
- Implementing infrastructure changes via project tasks, business change, or as required to resolve issues
- Be able to lead on a project workstream, reporting any progress or issues to the project lead
- Identifies training needs for systems through liaison with relevant staff
- Undertaking routine network maintenance tasks and day-to-day monitoring of the network
- Perform support on copiers and multifunction devices and print queues, reporting issues in line with third party support contracts
- Undertake configuration changes and maintenance to telephones and associated network or liaise with third party support services and leading project teams to deliver infrastructure changes
- Ensure all aspects of infrastructure is regularly maintained and updated to ensure the confidentiality, integrity, and availability of Trust hosted data and services
- Undertake firewall, switch and Active Directory configurations to ensure solutions and services are provided securely and efficiently
- Documenting issues and their resolutions leading to development of a support knowledgebase
- Documentation of infrastructure and network configurations to ensure a sound basis for future developments
- Configuration and maintenance of databases and associated servers
- Assist the Cluster Network Manager with the management of ICT service and licenses, attending meetings where necessary
- Manage hardware via group policy, Mobile Device Management (MDM) or other such technologies
- Perform checks on alleged improper use of school networks, e.g. misuse of email or other internal systems
- Assist with the introduction and distribution of new operating systems and associated software
- Assist and deputise for the Cluster Network Manager with the management of ICT service contracts and licenses, attending meetings where necessary

<ul style="list-style-type: none"> Stays current with technological developments related to computer hardware, software, and networks
Supervision and range of decision making:
<ul style="list-style-type: none"> Work under the supervision of senior members of staff, but expected to exercise considerable initiative in performing delegated duties, seeking the necessary advice where appropriate. Take delegated responsibility in the supervision of workloads To make decisions using initiative where appropriate within established working practices and procedures. To interpret guidelines from other staff on the preparation of documents and materials. Responsible for the management and development of a specialist area within the cluster. Decisions not always within established practices and procedures, using some judgement frequently covering new ground. Expected to take initiative in the development of new procedures to meet the changing requirements and improvements in quality. The postholder will be expected to use good common sense and initiative in all matters relating to: <ul style="list-style-type: none"> The conduct and behavior of individuals.
Communications and working with others:
<ul style="list-style-type: none"> To communicate with e.g. employees and external agencies. Work collaboratively within Technology Services to provide services efficiently and effectively over multiple Trust sites
Resources:
<ul style="list-style-type: none"> Operate relevant equipment/complex ICT packages Manage and maintain storage of files, stock and supplies within an agreed budget, cataloguing resources and undertaking audits as required Undertake routine financial administration Provide general advice and guidance to staff, students and others.
Professional development:
<ul style="list-style-type: none"> To participate in training opportunities and professional development as required.
Other Considerations:
<ul style="list-style-type: none"> To be aware of and comply with policies and procedures relating to child protection; being vigilant for signs that children may be being abused and to report any such suspicions to the school's nominated Child Protection Co-ordinator or the Headteacher. To act in accordance with the Data Protection Act and maintain confidentiality at all times e.g. access to staff/student/parent and carers files. Accept and commit to the principles underlying the Schools Equal Rights policies and practices. Be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act. Must be legally entitled to work in the UK.
Safeguarding: No contra-indications in personal background or criminal record indicating unsuitability to work with children/young people/vulnerable clients/finance (An enhanced DBS check is required).
Advanced Threshold Fluency Duty Required: In line with the Immigration Act 2016; the Government has created a duty to ensure that all Public Authority staff working in customer facing roles can speak fluent English to an appropriate standard. For this role the post holder is required to meet the Advanced Threshold Level. The post holder should demonstrate they can: <ul style="list-style-type: none"> Express themselves fluently and spontaneously at length effortlessly. Explain difficult concepts simply without hindering the natural smooth flow of language. Take responsibility for promoting high standards of literacy, articulacy and the correct use of standard English in school.

Notes: This is illustrative of the general nature and level of responsibility of the work to be undertaken, commensurate with the grade and is not a comprehensive list of all the duties and responsibilities of the post. Successful postholders should not refuse to undertake work, which is not specified on this form and the job description may be amended at any time in consultation with the postholder.

Beckfoot Trust is an Equal Opportunities Employer and requires its employees to comply with all current equality policies both in terms of equal opportunity for employment.

The Trust is committed to making any necessary reasonable adjustments to the job role and the working environment that would enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition

Date:	11/03/2020
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Person Specification
Teachers and Support Staff

Role:	Cluster Network Support Officer (Heaton Cluster)	
	Essential Requirements	How Identified
Qualifications	<ul style="list-style-type: none"> GCSE (A-C) English and Maths or equivalent e.g. Adult Literacy/Numeracy at level 2 NVQ3 (or equivalent experience) in relevant discipline IT based qualifications would be an advantage (e.g. ITIL) 	Application
Experience	<ul style="list-style-type: none"> Must have a good range of technical skills and experience of delivering a high-quality service Experience of being able to work on several tasks at the same time while managing workload effectively Being able to demonstrate a creative approach to problem solving complex issues Training staff in the use of systems and being able to communicate solutions effectively Experience of working in either a school, local authority or similar setting would be an advantage. 	Application References Interview
Training	<ul style="list-style-type: none"> Awareness of Multi Academy Trusts Evidence of continued and up to date professional development. Commitment to own personal and professional development, being prepared to undertake training relevant to the post 	Application Interview
Knowledge, Skills and Ability	<ul style="list-style-type: none"> Be up to date with current practice relevant to the role. To work constructively as a part of a team, understanding school roles and responsibilities and the post holder's position within these. Ability to direct other staff effectively. To have excellent communication skills. Excellent ICT skills. Full knowledge of relevant policies and guidance and awareness of relevant legislation, specifically GDPR and e-safety. Ability to interpret information and deliver strategic projects The ability to set priorities to enable work to be done effectively under pressure and to meet deadlines. Ability to communicate effectively with children and adults. Ability to self-evaluate learning needs and actively seek learning opportunities To be responsible for promoting and safeguarding the welfare of children and young people within the school. 	Application Interview
Personal Circumstances	<ul style="list-style-type: none"> Must have the ability to be flexible and work to the requirements of the Trust Ability to travel between sites (all of our schools are Bradford-based). A valid full driving-licence and access to a motor vehicle is therefore required. 	Application Interview
Disposition and Attitude	<ul style="list-style-type: none"> Be emotionally intelligent: know when to direct, when to challenge and when not to; be able to inspire, present a positive perspective at all times; be able to listen and show awareness of others sensitivities; to have personal pride and lead by example. Be hands on. Don't ask people to do things you wouldn't do yourself. 	Application Interview References

	<ul style="list-style-type: none"> • To like young people and be liked by them. • Understand the importance of work/ life balance. • Enthusiastic, flexible, team player. Enjoy hard work and take constructive criticism. • Desire for professional development. 	
Physical	<ul style="list-style-type: none"> • Excellent attendance and punctuality. • Be resilient. 	References Interview
Equality	A commitment to, and evidence of, promoting diversity and equal opportunities within the Trust, the curriculum and employment practice.	Application Interview