



REDRUTH SCHOOL

Job title:	ICT Network Manager
Grade:	
Responsible to:	Headteacher/Finance and Operations Manager
Direct supervisory responsibility:	ICT Technical Support staff
Indirect supervisory responsibility:	None
Important Functional Relationships:	<p><u>Internal:</u> Headteacher, Finance and Operations Manager, ICT Technicians, teaching and support Staff, students</p> <p><u>External:</u> Suppliers of goods and services, School Governors.</p>

Main Purpose of Job:

To manage the school's computer network and IT facilities ensuring the successful operation and technical support for all the school's computer and electronic communication systems on a day to day basis and the appropriate development of ICT systems in accordance with the school's needs and updates in the field.

Main Duties and Responsibilities

1. To maintain and develop the school's ICT infrastructure including network switches, servers, storage, power supplies, workstations, mobile devices (laptops, iPads etc), wireless network, printers, MFDs, interactive whiteboards, data projectors etc.
2. To provide and maintain all necessary ICT services to the school, including the provision of all required software, access to internal and external online resources, and remote access services for students, staff and governors, incorporating multi – factor authentication when accessing school sensitive data remotely.
3. To supervise and manage the ICT Technical Support team, including the leading of the recruitment and selection of ICT staff, and of the appraisal and training of such staff and devising set programmes of work for the team.
4. To manage an efficient technical support service for the staff and students of the school's hardware and software systems. To provide a diagnostic and repair service and to liaise with outside agencies where necessary to coordinate maintenance and repairs of ICT equipment.

5. To offer support and guidance for parents and carers with home learning issues on homework platforms.
6. To meet regularly with departmental leaders so as to ensure that the use of ICT within curriculum delivery is both effective and reliable and that it meets the needs of its users.
7. To maintain, manage and develop communications systems such as email, digital signage, intranet, websites and school IP phone system.
8. To maintain and develop the school's CCTV security system ensuring quality and availability.
9. To provide and manage an effective data backup regime, ensuring backup integrity and to provide fast restoration of user data, databases and other resources. To create archives of historical data, ensuring their long-term safety and integrity. To provide an offline backup strategy to protect against ransomware attack.
10. To manage licensing for software and hardware, ensuring it remains up-to-date, offers best value and that all licensing documentation remains safe and secure. To monitor the use of copyright material including software.
11. To manage hardware and software contracts with external suppliers and contractors, ensuring that these contracts remain valid and offer best value to the school.
12. To monitor data usage and to plan for and provision the expansion of data storage systems.
13. To provision systems as required for the use of online examinations for students. To liaise with the examinations officer, teachers and external examinations boards as required.
14. To install software programs and software upgrades as required to the school computer systems.
15. To monitor the school's use of ICT including the identification of user needs, planning the appropriate prioritisation of tasks and devising service plans so as to ensure continuous improvement of the school's ICT facilities.
16. To liaise with outside agencies with regard to the range and availability of ICT equipment and resources and development of the school's network. To research ICT agencies and suppliers so as to ensure value for money in purchasing resources.
17. To manage the ordering and commissioning of new and replacement ICT equipment and resources in accordance with the agreed ICT budgets ensuring adequate resources are always available.
18. To devise and facilitate project plans through liaison with the Headteacher and school management team to deliver proposed ICT development strategies, and to be responsible for all aspects of such projects.
19. To establish and be responsible for the maintenance of an inventory of ICT equipment so as to ensure all ICT resources are accounted for and their whereabouts within the school is traceable.
20. To promote the safe and careful use of the school's ICT resources so as to minimise the risk of damage to equipment and users.

21. To manage and maintain a suitable web filter so as to ensure that the use of the internet for staff and students remains as safe as possible. To monitor and regulate the use of the internet within the school.
22. To manage and maintain an effective email spam filter.
23. To provision, manage and maintain an appropriate firewall to protect the school's ICT systems from the internet.
24. To provision a reliable and capable internet connection for the school along with a suitable backup connection.
25. To ensure that adequate virus protection is maintained on all computers
26. To ensure that all computers are kept up to date with security updates.
27. To ensure that the data stored on the network is properly secured and that access is properly restricted.
28. To manage and maintain the school's Management Information Systems and Finance systems ensuring that the systems are reliable, available and secure and that their data is regularly backed up and upgraded to Capita's latest release when available.
29. To be responsible for the security of all ICT equipment.
30. To undertake PAT testing on any equipment brought into school by staff/students etc before being used.
31. To be aware of, and adhere to, Redruth School's applicable rules, regulations, legislation and procedures including the school's Code of Conduct and national legislation (Health and Safety, GDPR etc).
32. To maintain confidentiality of information acquired in the course of undertaking duties for the School.
33. To ensure that the network is compliant with the school's safeguarding and e-safety policies.
34. To be aware of, and work in accordance with, the school's Child Protection policies and procedures, and to raise any concerns relating to such procedures which may be noted during the course of duty.
35. To be responsible for your own continuing self-development, undertaking training as appropriate.
36. To undertake other duties appropriate to the grading of the post as required.

Date: September 2021

Prepared by: Redruth School

PERSON SPECIFICATION

Job Title: ICT Network Manager

Person specification prepared by: Redruth School

Date: September 2021

	Essential	Desirable
Qualifications GCSE Grade 4 or above (or equivalent) in English and Maths NVQ Level 4 qualification in a IT related subject or equivalent Degree, in a IT related subject or equivalent Industry recognised qualifications Evidence of further relevant qualifications or training	 ✓ ✓ ✓	 ✓ ✓
Experience (minimum of 3 years) Experience of all aspects of IT technical support provision Experience of managing server-related technologies (virtual and physical) Experience of identifying and managing software requirements and solutions Experience of developing IT strategies with non-specialist management Experience of working within budgets Experience of delivering technical and specialist training Network Management experience Experience in Information Security Project management experience Experience of line managing staff Experience of developing IT related policies Experience of working in the education sector	 ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	 ✓ ✓ ✓
Knowledge Up to date theoretical knowledge of IT, equipment, hardware and applications Theoretical knowledge of IT management techniques and practices Knowledge of Microsoft Office applications and other software packages Up to date knowledge of developments within IT Willingness to undertake training relevant to the role Good literacy and numeracy skills Awareness of educational issues	 ✓ ✓ ✓ ✓ ✓ ✓	 ✓
Skills Good time management and ability to work under pressure and meet deadlines Self-motivated to plan projects and complete within agreed timescales Ability to manage a complex workload Confidentiality Excellent written and verbal communication skills: able to communicate effectively and clearly with a range of staff, students, parent and carers Demonstrable IT skills and ability to use them as part of the learning process Ability to exercise initiative Training skills Problem solving and analytical skills Organisational skills	 ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	

Continued overleaf.....

Other		
Be committed to school policies and ethos	✓	
Be committed to continual professional development	✓	
Ability to work outside of school hours	✓	
Able to exercise discretion and judgement	✓	
Flexibility	✓	