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## Job Description & Person Specification

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### ICT Network Manager

Grade 7, SCP 27 – 32 (£38,220 to £42,839)

Full time, Full year

#### Purpose of post

- A leading role, part of a wider ICT support across the Trust. The Network Manager will lead (from a technical perspective) on the school's vision and delivery of a 1:1 pupil device strategy.
- Supporting the Headteacher and the Business Manager in day-to-day running and growth of an established school, whilst fulfilling the network management and support role, developing and maintaining the ICT service, and proactively developing services.
- The Network Manager may be asked to work on central ICT projects, developing the use of the ICT service across the Trust, proactively exploring potential new developments.
- Input into educational plans and strategies for use of ICT for teaching and learning.
- The post holder will manage and maintain the operational service at the St Anne's Academy, ensuring functionality and security are always maintained.
- Work professionally and autonomously as required, collaborating with ICT staff in other institutions. Culture of collaboration and attending Trust ICT networking meetings. What comes from this is that the schools offer each other assistance, guidance, and sharing of knowledge.

#### Responsibilities

- Network management, stability, and performance
- Support
- 1:1 devices
- Project Management
- Supervision and developing the team
- ICT budget and finance
- Safeguarding
- Back-ups and Disaster Recovery, Data Protection
- General duties

## Key tasks and duties

### Network management, stability, and performance

- Ensure that the school's ICT network is stable, maintained, up-to-date, robust, and fit for purpose.
- Work with the Headteacher and with the Trust IT staff to make sure that the network can enable all staff to have confidence in technology and be able to walk into any of the school's classrooms and begin using ICT without hesitation or worry.
- Ensure stable and reliable WAN and Wi-Fi connectivity.

### Support

- Manage the operational delivery of day-to-day IT processes for St Anne's Academy, to ensure a robust and consistent troubleshooting service.
- Take part in training and development activities as identified in discussion with the Trust IT Manager and to take responsibility for personal training and development.
- Continually review and develop good working practices and service standards of ICT services.
- Continually review, develop, and deliver improvements to ICT service operation.
- Ensure all software is correctly licenced and stored securely.
- Be responsible for specific software and hardware upgrades, minimising downtime where possible.
- Oversee ICT inventory management ensuring the upkeep and maintenance of records.
- Represent the school at external forums, interacting with other professionals and institutions to share and develop good and outstanding practices. Liaising with external suppliers etc. as required.

### 1:1 Devices

- Work with the Headteacher, Trust ICT Manager, and contractors to embed the foundations of the device programme strategy.
- Embed cloud strategy and the use of the school's learning platform, enabling instant access through individual devices as a tool for learning.
- Work with and support the Headteacher to maximise the use of devices and how they will be used depending on subjects and learning.
- Support the Headteacher to foster teacher confidence utilising device technology in their classrooms, helping to integrate online learning tools into every subject, and contributing to staff training, helping to make sure that the device strategy vision is sustainable.
- Oversee the programme for the distribution, maintenance, and repair of devices.

## Project Management

- Work with the Trust's IT Manager to develop and deliver innovative ICT strategies to support the development and growth of the school as well as the Trust.
- Continually review, explore, evaluate, and promote operational improvements to the provision of ICT infrastructure, hardware, software, and services.
- Have responsibility for school-based projects, overseeing the work of the school team, as well as projects which come about as a Trust initiative, as directed by the Trust IT Director.
- User acceptance testing of new systems.

## Supervision and Developing the Team

- Responsible for overseeing operational delivery of day-to-day ICT processes within an established secondary school to ensure a robust and consistent service.
- Oversee ICT technical staff CPD, appraisal and training and development.
- Have a good overview of the support the team provide to pupils and staff using ICT equipment and networks to be able to prioritise people's resource allocation and training.
- Delegate and allocate specific responsibilities and duties to the team for managing and maintaining the operational service.
- Coach colleagues in effective planning, sharing, and developing good practice, and ensuring consistency of approach in delivering against approved objectives.
- Train others in areas of professional expertise associated with the post holder's substantive role.

## ICT Budget and Finance

- Responsibility for a school ICT budget and specific school-based project budgets, dealing with fluctuations and priorities.
- Oversee the Help Desk function for St Anne's Academy.
- Oversee a rolling programme of updating resources and determining replacement programme for equipment, hardware, and software.
- Work with the Trust IT Manager, ensuring contracts are fit for purpose, financially viable and offer value for money. Negotiation with suppliers.
- Contribute to ICT tender purchases for purchase of ICT related equipment and contracts, working with Trust ICT and the Business Manager to ensure the correct procedures are followed.

## Safeguarding

- Responsible for implementing monitoring systems with the highest standards of web filtering giving confidence that safeguarding, pupil online safety and cyber risks to the network are mitigated and reduced as far as possible.
- Ensuring the ICT services team are fully trained in the specific role they play in safeguarding through ICT across the school and wider Trust.
- Working with the Headteacher and senior colleagues at school level to ensure that local procedures

are supported by ICT functions and appropriate software (e.g. CCTV, Net Support, Lockdown Processes, site security including IT).

### Back-ups and Disaster Recovery, Data Protection

- Ensure school back up procedures are undertaken and operating effectively including overseeing business continuity/ disaster recovery tests.
- Backing up servers (files, folders), maintaining and checking
- Server recovery (in case of failure)
- Manage security for files and folders for users and groups (manage AD in the cloud)
- Support Trust Data Protection/GDPR processes
- Process retention protocols for data in line with Trust policy – i.e. deletion of records/files and to provide reports of disposal of data
- Cyber essentials – follow CET protocols
- Phishing Emails – follow CET protocols

### General duties

- Proactively promote and comply with safeguarding/child protection in all areas of responsibility.
- Understand the importance of inclusion, equality and diversity and promote equal opportunities for all.
- Uphold and promote the values and ethos of the Trust.
- Implement and uphold all policies, procedures, and codes of practice of the Trust.
- Follow the health and safety policy and be aware of the responsibility for personal health and safety and that of others, reporting any hazards and actively contributing to the security of the school.
- Participate fully in staff training and development opportunities including attendance at staff meetings, and work to continually improve own and team performance, sharing skills and expertise with others as required.
- Keep abreast of new technology and make suggestions for improvement, assisting in the review and improvement of operational procedures as required.
- Undertake any additional duties commensurate with the grade of the post.

### Reporting to:

Matrix managed by Trust IT Director and the Business Manager

### Responsible for:

School ICT Technicians

The job description is current at the date shown, but, in consultation with the post-holder, it may be changed by the Headteacher to reflect or anticipate changes in the job which are commensurate with the job title and salary weighting.

This post is subject to an enhanced DBS disclosure check through the Disclosure & Barring Service.

| Network Manager - Person Specification                                                                                                       | Essential/<br>Desirable | Application<br>Interview<br>Test |
|----------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|----------------------------------|
| Qualifications                                                                                                                               |                         |                                  |
| Degree level or equivalent or a minimum of 5 years’ professional experience in an associated area                                            | E                       | A/I                              |
| Excellent literacy and numeracy skills                                                                                                       | E                       | A/I/T                            |
| Project Management Qualification (or qualified by experience)                                                                                | D                       | A/I                              |
| Experience                                                                                                                                   |                         |                                  |
| Experience of using IT systems including Windows client/server operating systems                                                             | E                       | A/I                              |
| A very strong technical background with experience of designing, configuring, and managing networks                                          | E                       | A/I/T                            |
| Experience of managing a team                                                                                                                | D                       | A/I                              |
| Experience of working in a school or similar environment                                                                                     | D                       | A/I                              |
| Experience of managing projects                                                                                                              | E                       | A/I/T                            |
| Skills and Abilities                                                                                                                         |                         |                                  |
| Excellent planning and organisational skills                                                                                                 | E                       | A/I                              |
| Excellent analytical skills, attention to detail and a practical approach to problem solving                                                 | E                       | A/I                              |
| Ability to establish and work to agreed priorities, meet deadlines, deal with conflicting demands and deliver accurate results on time       | E                       | A/I                              |
| Ability to communicate with people at all levels on an individual, group and committee basis and playing a variety of team and project roles | E                       | A/I                              |
| Ability to give and receive clear instructions both written and oral                                                                         | E                       | A/I                              |
| Experience in handling sensitive, emotional and difficult situations with parents, colleagues, customers                                     | E                       | A/I                              |
| Understanding and ability to manage budgets                                                                                                  | E                       | A/I                              |
| Ability to evaluate, assess and formulate improvements to current working practices.                                                         | E                       | A/I                              |
| Ability to lead and develop staff in an administrative environment                                                                           | E                       | A/I                              |
| Proactive self-starter capable of instigating and leading change.                                                                            | E                       | A/I                              |
| Knowledge                                                                                                                                    |                         |                                  |
| Implementation and management experience of MS Server environments, AD and Office 365.                                                       | E                       | A/I/T                            |
| Knowledge of virtual server and desktop infrastructure solutions                                                                             | E                       | A/I/T                            |
| Working knowledge of data management systems – integrations and connections                                                                  | E                       | A/I                              |
| Ability to assess and utilise software applications in planning, analysing and manipulating data.                                            | E                       | A/I/T                            |

|                                                                                                                                 |   |     |
|---------------------------------------------------------------------------------------------------------------------------------|---|-----|
| Knowledge of the most current technologies for ICT including the latest Windows operating systems and Microsoft Office packages | E | A/I |
| Working knowledge of website hosting                                                                                            | D | A/I |
| Excellent understanding of GDPR, data protection and ICT implications                                                           | E | A/I |
| <b>Work circumstances</b>                                                                                                       |   |     |
| Evidence of experience working with confidential information where discretion is paramount.                                     | E | A/I |
| Positive, open, and friendly attitude to service improvement and delivery                                                       | E | A/I |
| A commitment to safeguarding and promoting the welfare of children and young people.                                            | E | A/I |
| A commitment to equal opportunities.                                                                                            | E | A/I |
| A willingness to participate in professional development                                                                        | E | A/I |
| <b>Personal</b>                                                                                                                 |   |     |
| Enhanced DBS Disclosure                                                                                                         | E | A/I |
| Flexibility with working hours and ability to cope with a wide range of tasks in a busy and changing environment                | E | A/I |
| Works with honesty and integrity and committed to maintaining the ethos of the Trust                                            | E | A/I |
| <b>Special Working Conditions</b>                                                                                               |   |     |
| Full UK driving licence, daily access to a car and business use insurance                                                       | E | A   |

A = Application, I = Interview, T = Task

**N.B any candidate with a disability who meets the essential criteria will be guaranteed an interview**