Job Description & Person Specification

ICT Network Manager
Grade 7 - 8, SCP 27 - 36
Full time (36 hrs 40 mins per week), Full year
Permanent

Job Description

Purpose of Post

- A leading role, working at the heart of the Trust, collaboratively and proactively.
- Leading the use of Microsoft 365 Application as the student virtual learning platform and staff interface.
- Fulfilling the network management and support role developing and maintaining the ICT service, proactively developing services.
- The Network Manager will work on central ICT projects, developing the use of ICT services across the Trust and proactively exploring potential new developments.
- Input into educational plans and strategies for using ICT for teaching and learning.
- The post holder will manage and maintain an operational service, including a team of technicians and officers ensuring functionality and security are always maintained.
- Work professionally and autonomously as required, collaborating with ICT staff in other institutions within a culture of collaboration and attending trust ICT networking meetings. This allows the schools to offer each other assistance, guidance, and knowledge sharing.

Reporting to:
IT Director/ (Matrix management with School Business Manager)

Responsible for:
Team of ICT Technicians/Officers

Responsibilities

1. Network management, stability, and performance.
2. Support
3. Microsoft 365 Applications
4. Project Management
5. Supervision and developing the team.
6. ICT budget and finance
7. Safeguarding
8. Back-ups and Disaster Recovery, Data Protection
9. General duties

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Key tasks and duties

1. Network management, stability, and performance

a) Ensure the ICT network and infrastructure are stable, maintained, up-to-date, robust, and fit for purpose.

b) Work with the IT Director, Headteachers, business managers, and Trust IT staff to ensure that the network enables all staff to have confidence in technology and to walk into any of the school's classrooms and begin using ICT without hesitation or worry.

c) Ensure servers are maintained and upgraded to high specifications.

d) Maintaining Cyber Response plan, Strategic Plan & change management, and records.

2. Support

a) Manage the operational delivery of day-to-day IT processes to ensure a robust and consistent service, troubleshooting service issues when they arise.

b) Participate in training and development activities as discussed with the IT Director and take responsibility for personal and team training and development.

c) Oversee the Help Desk function.

d) Continually review and develop good working practices and service standards of ICT services.

e) Continually review, develop, and deliver improvements to ICT service operations.

f) Ensure all software is correctly licenced and stored securely.

g) Responsible for specific software and annual hardware upgrades, minimising downtime.

h) Oversee ICT inventory management, ensuring the upkeep and maintenance of records.

i) Represent the school at external forums, interacting with other professionals and institutions to share and develop good and outstanding practices. Liaise with external suppliers, etc., as required.

3. Virtual Learning Platform

a) Embed cloud strategy and the use of the learning platforms.

b) Maximise the use of devices and how they will be used, depending on subjects and learning.

c) Support and foster teacher confidence in utilising device technology in their classrooms, helping to integrate IT tools into every subject, contributing to staff training, and helping to make sure that the device strategy vision is sustainable.

4. Project Management

a) Work with the Trust's IT Director to develop and deliver innovative ICT strategies to support the development and growth of the organisation.

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b) Continually review, explore, evaluate, and promote operational improvements to providing ICT infrastructure, hardware, software, and services.

c) Responsible for school-based projects, overseeing the team's work, and projects that arise as a Trust initiative, as directed by the IT Director.

d) User acceptance testing of new systems.

5. Supervision and Developing the Team

a) Responsible for overseeing the operational delivery of day-to-day ICT processes to ensure a robust and consistent service.

b) Oversee ICT Technical staff CPD, appraisal and training and development.

c) Have a good overview of the support the team provides to pupils and staff using ICT equipment and networks to prioritise people resource allocation and training.

d) Delegate and allocate specific responsibilities and duties to the team to manage and maintain the operational service.

e) Coach colleagues in effective planning, sharing, and developing good practice, and ensuring consistency of approach in delivering against approved objectives.

f) Train others in areas of professional expertise associated with the post holder's substantive role.

6. ICT Budget and Finance

a) Responsibility for a school ICT budget and specific school-based project budgets, dealing with fluctuations and priorities.

b) Oversee a rolling programme of updating resources and determining equipment, hardware, and software replacement programmes.

c) Work with the IT Director to ensure contracts are fit for purpose, financially viable, and value for money. Negotiate with suppliers.

d) Contribute to ICT tender purchases for the purchase of ICT-related equipment and contracts, working with IT Director and Finance & Business Managers to ensure the correct procedures are followed.

7. Safeguarding

a) 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.

b) Ensuring the ICT team are fully trained in their specific role in safeguarding through ICT in the school.

c) Working with colleagues at the 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).

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8. Back-ups and Disaster Recovery, Data Protection

a) Ensure school and Trust backup procedures are undertaken and operating effectively, including overseeing business continuity/ disaster recovery tests.

b) Backing up servers (files, folder), maintaining and checking

c) Server recovery (in case of failure)

d) Manage security for files and folders for users and groups on-premise and in Microsoft.

e) Support Trust Data Protection/GDPR processes.

f) Process data retention protocols in line with Trust policy, i.e., delete records/files, and provide reports on data disposal.

g) Cyber essentials - follow Trust protocols.

h) Phishing Emails - follow Trust protocols.

8. General duties

a) Proactively promote and comply with safeguarding / child protection in all areas of responsibility.

b) Understand the importance of inclusion, equality and diversity and promote equal opportunities for all.

c) Uphold and promote the values and ethos of the Trust.

d) Implement and uphold all Trust policies, procedures, and codes of practice.

e) Follow the health and safety policy and be aware of your responsibility for personal health and safety and that of others. Report any hazards and actively contribute to the security of the school.

f) 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.

g) Stay abreast of new technology, make suggestions for improvement, and assist in reviewing and improving operational procedures as required.

h) Undertake any other additional duties commensurate with the grade of the post. This includes occasional and / or pre-planned work at other schools across the Trust.

The job description is current at the date shown, but, in consultation with the post-holder, it may be changed 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.

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ICT Network Manager Person Specification	Essential/ Desirable	Application Interview 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 in using IT systems, including Windows client/server operating systems	E	A/I
A solid technical background with experience in designing, configuring, and managing networks	E	A/I/T
Experience in managing a team	E	A/I
Experience working in a school or similar environment	D	A/I
Experience in 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 play a variety of team and project roles	E	A/I
Ability to give and receive clear instructions, both written and oral	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 a technical environment	E	A/I
Proactive self-starter capable of instigating and leading change.	E	A/I

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Knowledge		
Implementation and management experience of Microsoft Server environments, Active Directory and Microsoft 365.	E	A/I/T
Experience with Microsoft Endpoint Configuration Manager	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
Work circumstances		
Experience in 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
Personal		
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 is committed to maintaining the ethos of the Trust	E	A/I
Special Working Conditions		
Full driving licence, daily access to a car and business use insurance	E	A

A: Application   I: Interview   T: Test

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