



## **St Ralph Sherwin Catholic Multi Academy Trust**

### **Network Manager**

<b>Reporting to:</b>	Matrix reporting structure to Trust ICT Manager and Academy Headteacher (or nominated person)
<b>Liaising with:</b>	Trust colleagues, Governors, Headteachers, Senior Leadership Team, Teaching and Support Staff, Students, Visitors, Contractors / Suppliers
<b>Grade/Salary:</b>	SRS Band 6, SCP 25-29
<b>Hours of work:</b>	37 hours per week, 52 weeks per year. Due to the nature of the role certain tasks may need to be undertaken out of hours and at weekends a certain level of flexibility is required.
<b>Location:</b>	Based at a Trust Academy, the role will support a cluster of Trust Academies, providing advice and technical support, therefore some travel across the Trust will be required.

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### **JOB DESCRIPTION**

- To support the Trust ICT Manager and Senior Network Manager with ICT implementation of whole Trust approach to ICT service delivery.
- IT systems management, monitoring and support across a cluster of schools.
- Manage an active ITIL based helpdesk.
- Support a wide range of hardware and software solutions across a variety of teaching and learning environments.
- Lead the planning and implementation of large and exciting new IT projects across the Trust and in your cluster of schools.
- Lead a regional team of technicians.
  
- Create & maintain user accounts.
- Create, maintain network shared areas and manage user permissions.
- Proactively monitor the switches and wireless infrastructure, identifying areas for future development.



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- To ensure the effective operation of all the academies' ICT systems, including both networked and stand-alone machines, and appropriate peripheral devices, in supporting the academies' activities both in teaching and learning and in the management and administration of the academy.
- Maintain and monitor all networked Multi-Functional Devices.
- Update the Asset Registration system.
- Arrange for the collection & secure disposal of old ICT equipment (in accordance with WEEE guidelines).
- Create and update management reports for school Leadership teams (service desk, network performance, websites, safeguarding).
  
- To ensure that the network is fully operational and minimise downtime.
- Maintain the Internet provision, web filtering and endpoint security systems, action any errors.
- To ensure that network security, business process continuity and disaster recovery procedures are developed and implemented for both curriculum and administration data.
- To create, test and deploy computer images and software applications across the network.
- To liaise with suppliers and external agencies in order to maintain the academies' infrastructure and its access to external services.
- To identify, verify (through inspection and/or testing) and label the schools ICT equipment and protect them against misuse, abuse, theft or damage such as contamination by viruses.
  
- To ensure the provision and quality of the academies' ICT service and support. Particularly the availability, integrity and confidentiality of information delivered to and sent by users. The prompt and effective handling of support desk tickets, enquiries and request for guidance or updates on problems.
- Technical support for examinations.
- To maintain confidentiality and ensure that the school complies with GDPR regulations.
- Provide support for other network-based systems such as CCTV cameras and IP Phones.
- Provide audio visual support for classrooms and in the schools larger venues.
- Develop a maintenance schedule and undertake periodic maintenance on IT equipment.
  
- To undertake appropriate training to maintain relevant and up to date knowledge of technical developments in ICT
- To identify training needs for others, where appropriate.
- To provide training to all levels of users, providing information on the full range of capabilities. To support the provision of quality INSET for staff as required.
- To contribute to creating a climate that enables staff and students to develop and maintain positive attitudes to the use of ICT
- To consult with users, demonstrate features, plan requirements, install and commission systems, products and services and their upgrades, in line with the Trust ICT strategy..



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- To undertake self-development under the model of Performance Management, setting targets and taking part in an annual review to assess progress
- To comply with health and safety policies and legislation.
- To complete annual risk assessments related to ICT across the school.
  
- To assist the Trust in ensuring that the academies' ICT resources are procured in the most cost-effective way available and to assist in co-ordinating the implementation of new and existing ICT hardware and software, both on strategic and pragmatic levels.
- To ensure that secure master copies of software, documentation, data, licenses and agreements for supply, warrant and maintenance are maintained.
  
- Liaison with other departments and staff as necessary on matters regarding data and examinations.
- Attendance at staff meetings and INSET activities where relevant.
- To uphold and actively support the Trust and academies' policies and procedures.
- To undertake any other duties which may reasonably be regarded as within the nature of the duties and responsibilities and grade of the post.

*The St Ralph Sherwin Catholic Multi-Academy Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. This post is subject to satisfactory references, which will be requested, prior to interview, an enhanced Disclosure and Barring Service (DBS) check, medical check, evidence of qualifications plus verification of the right to work in the UK.*

*The Trust will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.*

*Whilst every effort has been made to outline the key duties and responsibilities of the role, it is not an exhaustive list. The duties and responsibilities of the role may vary from time to time, commensurate with and without changing the general character of the duties or the level of responsibility entailed, and would not in itself justify a reconsideration of the grading of the post.*



## PERSON SPECIFICATION

<b>A</b>	<b>Training and Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
	Educated to A Level or above, including a minimum of GCSE (or equivalent) grade C in maths and English	<b>Y</b>	
	Degree, HND or CompTIA A+ or equivalent qualification	<b>Y</b>	
	Membership of professional computing body		<b>Y</b>
	Formal training on any of the following – Microsoft Server Technologies/ Project Management/ Data Security/ ITIL Foundation		<b>Y</b>
	Evidence of commitment to continuing professional development		<b>Y</b>

<b>B</b>	<b>Experience / Skills</b>	<b>Essential</b>	<b>Desirable</b>
	High level knowledge of software and hardware technologies	<b>Y</b>	
	At least 3 years experience of providing support to end users in an IT support role	<b>Y</b>	
	Experience of managing projects		
	Management of resources, especially people	<b>Y</b>	
	Ability to prepare estimates of expenditure including preparation of the annual IT budget and to manage budget accordingly	<b>Y</b>	
	Identify the need and devise training programmes and support material for staff		<b>Y</b>
	Experience of Active Directory and Microsoft Azure	<b>Y</b>	
	Working knowledge of LAN topologies and architectures, (including DHCP, DNS, IP routing)	<b>Y</b>	
	Ability to install, test, patch and make software available to users	<b>Y</b>	
	Experience of Windows 10/11 desktop, Microsoft Windows Server 2016 through 2022 including Active Directory and Group Policy	<b>Y</b>	
	Knowledge of Microsoft Intune & Windows Autopilot		<b>Y</b>
	Knowledge of Apple hardware and software/MDM Solutions		<b>Y</b>
	Good knowledge of Microsoft Office	<b>Y</b>	
	Knowledge and understanding of GDPR and Data security	<b>Y</b>	
	Working knowledge of AV systems including projectors/ TVs/ Interactive whiteboards	<b>Y</b>	



Practical experience of virtualized server environments (Hyper V, VMWare)	<b>Y</b>	
Ability to follow helpdesk procedures	<b>Y</b>	
Providing end user support both locally and to remote sites via telephone/Microsoft Teams	<b>Y</b>	
Experience of developing and sustaining positive relationships with relevant stakeholders	<b>Y</b>	
Experience working in schools		<b>Y</b>
Detailed knowledge of fault finding and repairing computer hardware	<b>Y</b>	
Experience of Backup solutions	<b>Y</b>	
Experience of deployment server technologies	<b>Y</b>	
Experience of MDM solutions (example – InTune, Meraki, Ed Link)		<b>Y</b>
Experience of Microsoft Office 365 tenancies	<b>Y</b>	
Knowledge of Google Workspace for Education		<b>Y</b>
Knowledge of 3CX VoIP Telephony, CCTV systems		<b>Y</b>
Knowledge of schools’ MIS systems, namely Arbor		<b>Y</b>
Experience of web design		<b>Y</b>
Familiarity with Project Management Tools		<b>Y</b>

<b>D Personal Qualities</b>		
Willingness to support Catholic life in schools	<b>Y</b>	
Ability to work well under pressure and managing competing priorities	<b>Y</b>	
Ability to manage and lead a team and delegate work accordingly	<b>Y</b>	
Ability to inspire confidence	<b>Y</b>	
Ability to produce reports for senior management teams	<b>Y</b>	
Ability to analyse, monitor and evaluate, advise on and make recommendations on IT technical matters	<b>Y</b>	
Ability to manage own workload, prioritise work and react to changing needs	<b>Y</b>	
Flexible interpersonal skills with an ability to communicate with diverse groups and individuals	<b>Y</b>	



Undertake negotiations in the best interests of the school, e.g. suppliers	<b>Y</b>	
Ability to self-evaluate and reflect	<b>Y</b>	
Able to adapt to changing circumstances and new concepts	<b>Y</b>	
Attention to detail	<b>Y</b>	
Handle confidential information with tact, diplomacy and sensitivity	<b>Y</b>	
Ability to be respectful and promote equality of opportunity and diversity	<b>Y</b>	
Understanding of responsibilities of the Trust and schools in ensuring compliance with relevant safeguarding and data protection legislation	<b>Y</b>	

<b>D Other</b>		
Full driving license and access to a vehicle	<b>Y</b>	