IT Network Manager
Job Description

Position	**IT Network Manager**
Salary	**Grade K, SCP 29 – 32 : £32,910 to £35,745 to Grade M, SCP 36 – 40 : £39,880 to £43,857. The grade and salary will be related to and dependent on experience**
Tenure	**Established**
Time	**Full time; 37 hours per week; all year round**
Responsible to	**School Business Leader**
Managing	**IT Technicians**

This is a full time post working 37 hours per week; the hours will be distributed over the week by agreement. The IT Network Manager will work flexibly, as and when necessary, to ensure the School's needs are met. It is expected that the post holder will take leave during school holidays where possible and will be contactable outside core hours in the event of operational issues requiring an urgent response.

Main Purpose of the Role

- Overall responsibility for the School IT network including but not limited to:
  - Advising senior managers on
    - developing network infrastructure and associated services
    - creating and maintaining a comprehensive asset management plan
    - optimising network performance and systems
    - sourcing suitable applications and advising on associated licencing issues
  - Compliance with relevant legislation, including GDPR where applicable
  - The creation and maintenance of systems and services documentation
  - Assuming project management responsibilities
  - Managing the delegated budget
  - Operational responsibility for the design, implementation and maintenance of a school laptop scheme
  - Liaising with external companies and contractors, costing projects and ensuring best value for the school
  - Line management and professional development of the IT Technician Team

- Day-to-day ICT support provision including but not limited to:
  - Responsibility for delivering an effective, high quality ICT support service to users and ensuring continuity of services;
  - Providing end-user support for a wide range of hardware and systems, including CCTV, the InVentry visitor management system, the printer software and the internal telephone system;
  - Ability to support and manage applications and administration;
  - Creating and managing network user accounts, ensuring correct access rights and audit as required;
  - Responsibility for the configuration of the School's network infrastructure, including but not limited to: firewalls, routers, switches, servers; and
  - Liaison with third party support companies to provide additional resource when required.

Key Responsibilities

Operational Management

- Contribute to the effective performance and service provision of IT services taking a proactive approach to identifying possible issues and thereby reduce and mitigate risks and minimise disruption.
- Participate in the collection, collation, processing and storage of data and information to comply with school reporting requirements.
- Diagnose and resolve complex network, software and hardware faults.
- Work with minimum supervision; planning and arranging own workload.
- Implement routine manual and computerised systems, practices and procedures to ensure that data and information is current, relevant, effectively and securely collected and that reporting complies with planned outcomes and obligations, reporting any concerns as required.
- Maintain the integrity and security of all systems by use of appropriate user protocols and undertake related monitoring and reporting.
- Ensure adequate, effective protocols are in place and operational for backing up and restoring systems.
- Provide user support to identify and respond promptly to system or process issues that arise within an agreed framework of performance criteria.
- Identify areas of potential risk to develop and implement contingency arrangements to respond to any unforeseen or unplanned circumstances that may arise to maintain the safety and security of data and information, maintain security and minimise disruption.
- Lead on projects as required including IT security and efficient use of resource.
- Maintain an up to date knowledge of IT developments.
- Support teaching staff and pupils in technical aspects of IT.
- Maintain computer files by backing up, archiving and deleting information as appropriate.
- Analyse and interpret data e.g. usage trends.
- Develop IT strategy with Headteacher and School Business Leader including specifications for software and hardware.
- Design and implement changes to the school IT software and hardware and liaise with consultants on the specifications of new software/hardware as appropriate.
- Undertake development work to enhance existing systems or to assist in the preparation of new solutions.

Communications

- Communicate effectively with all staff, contractors and pupils.
- Liaise with all areas of the school and outside organisations as appropriate.
- Communicate with staff and pupils as part of IT technical support to solve complex issues and provide IT related advice on service provision.
- Identify school staff training issues and deliver appropriate IT training.
- Advise teachers and leadership team on software, hardware issues e.g. compatibility.

Resource Management

- Responsible for the school IT budget and forecasting future years projected expenditure.
- Responsible for procuring IT resources and equipment for the school at the best possible price within the limitations of the allocated budget.
- Maintain an inventory of software and hardware.

Strategic Management

- Develop and implement IT related policies and strategies for the school.
- Be responsible for the overall security of the IT network for the school.
- Work autonomously make decisions and exercise considerable initiative in performing delegated duties, dealing with all complex issues as and when arises; including those outside of established policies and procedures.

Safeguarding

- Be committed to safeguarding and promoting the welfare of children, young people and adults.
- Maintain confidentiality as appropriate

Systems and Information

- Share information appropriately.
- Take overall responsibility maintaining a comprehensive database of all support requests.
- Create and manage all network user accounts, ensuring correct access rights and audit as required.
- Ensure data stored on the system is current and that out of date data is archived.
- Keep up to date with IT developments.

Data Protection

- The post holder will comply with the school's policies and supporting documentation in relation to the Information Governance; this includes Data Protection, Information Security and Confidentiality.

Health & Safety

- Be aware of and implement your health and safety responsibilities as an employee and where appropriate any additional specialist or managerial health and safety responsibilities as defined in the Health and Safety policy and procedure,
- Work with colleagues to maintain health, safety and welfare within the working environment.

Equalities

- We aim to make sure that services are provided fairly to all sections of our community, and that all our existing and future employees have equal opportunities.
- Within own area of responsibility, work in accordance with the aims of the Equality Scheme.
- Develop own and team members understanding of equality issues.

Please note that these responsibilities will be reviewed from time to time and may be amended as is reasonable by the Headmaster.

These duties are neither exclusive nor exhaustive and the post holder may be required to undertake other duties and responsibilities commensurate with the post, as reasonably requested by the Headmaster.