



JOB DESCRIPTION

Network Manager

Permanent – Full Time

Salary Scale – Band 6 SCP 25

Reporting to the Head Teacher

Overall Objectives of the Post:

To support the provision of high quality and professional ICT services to all stakeholders. Responsible for the management, installation, maintenance, availability and security of the ICT infrastructure, including hardware and software. To provide technical support to end users across the school.

Key Tasks of the Post:

You will provide an efficient and effective organisational support to the school. You will:
To provide day-to-day high quality, professional ICT support across the School.
To be the first point of contact for Head teacher/senior leaders in providing specialist technical knowledge in relation to ICT matters arising.
To contribute to the School's development and planning and to support training needs of School staff and pupils.
To plan for major developments of the ICT service and project manage their implementation.
To provide ICT infrastructure which facilitates teaching and learning, administration and leadership.
Provide advice on new ICT hardware and software in relation to the School setup.
To configure, set up and upgrade ICT equipment, software and systems as required, including hardware and peripherals and mobile devices, testing operation before deployment.
To ensure appropriate end user accounts reflect the School staffing and student cohort.
To contribute to staff induction in relation to ICT systems and key software.
To respond to any logged issues concerning network, hardware, software and peripherals.
Monitor system performance and health checks.
Diagnose and resolve network, software and hardware faults (including peripherals).
Ensure appropriate backups are undertaken and stored securely.

Attend relevant ICT meetings where the service is discussed and input is required.
Liaise with appropriate outside agencies when required.
Identify and implement upgrades.
Responsible for creating and maintaining network documentation and training materials.
Contribute to the development and maintenance of cloud services and website.
To build and maintain good client relationships with school staff.
Identify and coordinate procurement requirements in line with current School budget.
To be responsible for ensuring anti-virus solution is deployed to all client machines.
Carry out backups
To be responsible for ensuring that e-safety and monitoring solutions are up to date and are being deployed to all appropriate machines.
To ensure that defined routine maintenance tasks are carried out regularly and appropriate records are kept up to date.
To maintain an inventory of hardware and record software licensing agreements.
To work with Curriculum lead/Head teacher to develop and monitor ICT effectiveness in relation to the school curriculum offering.
To input into financial forecasts for budgeting of ICT spend.
To ensure best value is sought in ICT procurement.
To line manage ICT support technician/apprentice.
To undertake training/CPD when required.
To be aware of appropriate health and safety guidelines in relation to ICT equipment across School.
To promote and safeguard the welfare of the children and young people and ensure that e-safety is a fundamental element of any services delivered to users.
Ensure data storage complies with current GDPR legislation.
Support delivery of staff training with reference to data protection.
To support children's learning within the classroom environment.
To assist with any project work undertaken by the school as required.

All employees have a responsibility to undertake training and development as required. They also have a responsibility to assist, where appropriate and necessary, with the training and development of fellow employees.

All employees have a responsibility of care for their own and others' health and safety.

The above list is not exhaustive and other duties may be attached to the post from time to time. Variation may also occur to the duties and responsibilities without changing the general character of the post.

PERSON SPECIFICATION

Network Manager

We shall be looking for applicants who can fulfil the following criteria:

Essential	Desirable	How Assessed
Qualifications and Knowledge		
<ul style="list-style-type: none"> ● HNC/NVQ level 4 (or equivalent) in a relevant ICT discipline ● Commitment to further professional development ● Satisfactory references ● Awareness of the GDPR/Data Protection obligations of school ● Post holder will require an enhanced DBS 	<ul style="list-style-type: none"> ● Evidence of post-qualification continued professional development 	<p>Application form Interview</p> <p>Certificates</p>
Experience		
<ul style="list-style-type: none"> ● Experience of developing an ICT strategy in a comparable organisation ● Significant, recent experience in a similar ICT Service and Support role, preferably in a school/educational environment ● Experience of managing network infrastructure (cabling, patch panels, servers, routers, switches, Wifi) ● Proven experience of supporting Windows PCs, laptops, tablets, Chromebooks and peripheral equipment such as printers and interactive screens ● Experience of managing an ICT asset register and using it to facilitate the replacement, maintenance and disposal of assets ● Working knowledge of monitoring and detecting security threats and taking the necessary action 	<ul style="list-style-type: none"> ● Experience of supporting Google Workplace products ● Proven experience of Mobile Device Management for a large number of devices ● Experience of supporting education-specific MIS systems e.g. InVentry 	
Skills		
<ul style="list-style-type: none"> ● Ability to communicate effectively and articulately with a range of groups and individuals. ● Ability to deal with difficult situations in a proactive manner ● A flexible approach to work ● Excellent communication skills both verbal and written 	<ul style="list-style-type: none"> ● Willingness to go the extra mile 	<p>Application form Interview</p>
Personal Qualities		
<ul style="list-style-type: none"> ● Energy and enthusiasm. ● A sense of pride in your work. ● A team player, with a positive and enthusiastic attitude ● Self-motivated, with strong commitment to delivering results on time and to a high quality in a fast paced, constantly changing environment ● Ability to self-manage, organise, and prioritise tasks and work under pressure during troubleshooting and problem-solving in highly focussed IT support role ● Adaptability/flexibility in changing circumstances ● Calm, patient and approachable in all situations ● Able to deal with confidential information in a sensitive manner 	<ul style="list-style-type: none"> ● Excellent interpersonal skills 	<p>Application form Interview</p>