

## Job Description

**Post Title:** Network Manager

**Post Grade:** APT & C Scale SO1 – SO2 point 23 - 28

**Hours:** Full time, average 37 hours per week.

The post holder will be required to work as necessary to complete the job (excessive hours to be taken as time in lieu). Some working out of hours including parents evening and other school events may be required.



The information given on this job description is intended to provide both post holder and management with an understanding and appreciation of the workload of this particular job and its role within the organisation.

The job description outlines the main duties and responsibilities under broad headings only, as it is not possible to specify every item in detail. The job description is not exhaustive and is subject to review depending on the school's needs.

### Summary of the role:

The Network Manager will have a significant role in delivering the IT needs and vision for the school. The post holder will take responsibility for key areas of the system management and development, as well as day to day involvement in the IT support team.

### Prime objectives of Post:

#### Technical Focus:

- Leading the IT team offering first line support in a busy school.
- Second and third line diagnosis and research on hardware, peripherals and applications.
- Develop the monitoring and maintenance of hardware, software and the network solutions throughout the school, to meet curriculum and administrative needs, including but not limited to Servers, WiFi, Voice, internet filtering systems and security.
- Take responsibility for effective implementation and logging of all internet activity, restricting sites that can be visited by students and staff and liaising with ISP for faults on internet connectivity
- Ensure that the network is operational during access hours and appropriate back-up protocols are implemented.
- Support and use suitable knowledge sharing systems for both the technical team and the wider school community.
- Implement and monitor the schools practices for data protection, internet use, e-mail, security and ICT resource management.
- Take a key role in the development of workstation imaging and automated software deployment systems.
- Take responsibility for implementing our replenishment programme, using agreed funding.
- Take responsibility for asset registers of both hardware and software and their routine updates.
- Lead the delivery of technical training and support for teachers, and others in the IT support team including the preparation and maintenance of documentation, manuals and user notes.
- Manage the daily workload of the school's ICT staff.
- Monitor the use of hardware and software and ensure all software is licensed.

- Comply with policies and procedures relating to child protection, health, safety, welfare, security, confidentiality and data protection, reporting any concerns to the appropriate person.
- To work with the Director of IT and Timetable on planning and managing the IT Budget

**Customer Services focus:**

- Work with a range of staff to identify and clarify their IT needs.
- Manage the resolution of daily support requests, analyse and determine appropriate responses and communicate these effectively.
- Provide hands-on support for incidents and problems, as necessary.
- Lead on high standards of service delivery for the team, by example, and by processes and systems developed.
- Manage and develop the use of tools to record incidents, problems and changes to allow monitoring, management and improvement of our processes.

**Continuity, maintenance and security:**

- Manage the technical response to development requests with a clear intention to build manageability and scalability into the design.
- Understand the impact of changes to established school processes; appropriately balancing the needs of the whole community.
- Lead the regular review of whole school system contingency plans to minimise the impact on the IT service of a serious disaster, including the school's back-up and virus protection policies.
- Implement appropriate security systems to protect hardware, data and confidential information.
- Record appropriate documentation to support knowledge sharing in the team.

**Supervisory Responsibilities:**

- To supervise the proper use of ICT equipment by students and staff.
- ICT Technicians

**Supervision Received:**

The Network Manager will be line managed by the Chief Operations Officer; but in emergency circumstances where conflicting priorities may arise, can become directly responsible to the Headteacher.

**Decision Making:**

The Network Manager will be involved in decisions made about IT purchases and developments in the school in co-operation with the Chief Operations Officer and Senior Management.

**Responsibility for Assets**

- Maintaining the security and safe use of hardware and software throughout the school.
- Organising regular back-up of data and ensuring their safe storage.