

Network Manager

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Reminders

The closing date for this post is **9.00am on Monday 8 November 2021**.



About

The Post

This post offers the successful candidate a fantastic opportunity to join our excellent school, and to work within an inspirational and supportive team of staff. The post is a full-time post, and is permanent. The working hours will be 36 hours a week; specific timings can be negotiable within the school day. We are looking to appoint someone preferably with experience of working in an educational setting and with relevant prior experience. For all applicants, we will be seeking to identify the potential to fulfil this role. Remuneration will be on the Principal Officer Scale 4 or 5 depending on experience. This post starts from January 2022.

The Support Staff

The key aim for all of our staff is to provide an excellent education across all subjects and across the age and ability profile. We are committed to developing the abilities, skills and attributes of all our students, allowing them to work towards and achieve their maximum potential. The team of support staff play a critical role in the school and contribute greatly to creating an environment where expectations are high and our students can be successful.

The Role

This is a critical role in school. We invest heavily in using ICT to improve educational outcomes and for effective and efficient leadership and management of school processes. Our network is large with several computing suites; all teaching staff have laptops and our support staff have their own desktop solutions. Providing an outstanding ICT support service is vital as we continue to plan for the increased use of great ICT solutions for better educational outcomes.

Applying

HOW TO APPLY

You must submit either:

- complete our 'Support Staff' application form from the school website, ensuring that all sections are fully completed;
- use the 'Quick Apply' form from the TES site; or
- submit your application via the online advertiser.

The application will include a supporting statement, which should demonstrate how your qualifications and experience make you a good candidate for the post.

SENDING YOUR APPLICATION

Please address your application to the Headteacher, Mr Euan Ferguson. You may submit applications:

- through the 'Quick Apply' process at TES;
- by email to school@isleworthsyon.org (with a subject line of 'Job Application: Network Manager'); or
- by post to: Isleworth & Syon School, Ridgeway Road, Isleworth, Middlesex, TW7 5LJ.

Applications must be received by **9.00am on Monday 8 November 2021**. Early application is encouraged, as we may well undertake selection processes on receipt of completed forms.

Rehabilitation of Offenders Act 1974 (Exceptions)

Isleworth & Syon School is committed to safeguarding and promoting the welfare of children and young people, and expects all staff and volunteers to share this commitment. This Act requires applicants for employment concerned with the provision to persons under the age of 18 of schooling, supervision, training or recreational facilities which allows access to children and young people, to disclose all their previous criminal convictions whether "spent" or "unspent", bind-over orders and cautions, as defined within the Act. The successful applicant will be subject to an Enhanced DBS check, references and other pre- and post-employment checks.

Equal Opportunities

The School is totally committed to avoiding all forms of discrimination as set out in the UK Equality Act (2010), and values diversity amongst its staff and for applicants for posts.

The School, therefore, aims to ensure that all individuals are treated fairly and equally. Unless the job is covered by a statutory exception, we will not discriminate directly or indirectly on the grounds of: cultural background; ethnic or national origin; nationality; age; gender; sexual orientation; disability; religion; marital status; or membership of a trade union.

Read the Job Description on the next page.

Job Description

GRADE:	PO4 / PO5 depending on experience	DATE:	October 2021
PATTERN:	Full time - 36 hours per week		
RESPONSIBLE TO:	SLT Strategic Lead, Headteacher and Governors		

1. Main Purpose of the Job

- 1.1. To be responsible for the management, installation, development, maintenance, availability and security of the school's curriculum and administrative ICT network, including the hardware and software infrastructure.
- 1.2. Ensure that the integrity of the school ICT network and infrastructure is maintained which in turn allows the teaching staff, support staff and Senior Leadership Team to further raise educational standards.
- 1.3. Ensure the smooth running of the school's ICT Support Service and line manage the ICT Technicians.
- 1.4. To contribute to the vision of the ICT development across the school and to advise school staff on emerging technologies.
- 1.5. To maintain and develop procedures and systems that ensure the security and efficiency of the network.
- 1.6. It should be noted that it is expected that the job description will evolve as both the role and the post holder develop.

2. Accountabilities

- 2.1. To be accountable to the Headteacher, Senior Leadership Team and Governors and ensuring that the School makes the best possible use of the resources available.
- 2.2. To develop and nurture effective working relationships with a range of colleagues and members of the School community, including Governors.
- 2.3. To provide timely and accurate reports to the Senior Leadership Team as required.

3. Duties & Responsibilities

3.1. SYSTEMS MANAGEMENT

- 3.1.1. Maximise the availability of the school's ICT network to staff and students.
- 3.1.2. Oversee the efficient operation of all of the school's core network systems, delegating tasks to a support technician when appropriate.
- 3.1.3. Manage all aspects of the school's network infrastructure, servers, workstations and software including ensuring that the network is properly secure.
- 3.1.4. Manage all elements of network security.
- 3.1.5. Manage the existing and any future remote access systems.
- 3.1.6. Manage the school email system.
- 3.1.7. Manage the school intranet site.
- 3.1.8. Manage the multiple database servers running Microsoft SQL Server /Oracle/Firebird/MySQL.
- 3.1.9. Manage the virtual server infrastructure based on Microsoft.
- 3.1.10. Manage the network infrastructure, including switches, routers, data cabling, fibre backbone, wireless access points, network routing, DHCP, & DNS.

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- 3.1.11. Manage the backup and disaster recovery systems.
 - 3.1.12. Manage the school's internet connection, including the managed web filter.
 - 3.1.13. Ensure the school's licensing agreements are current and that the school complies with all agreements and legislation.
 - 3.1.14. Manage the installation of all new computer hardware including wireless, fibre optic, networks and external projects, as required.
 - 3.1.15. Manage and implement the installation and ongoing operation of all new software as required.

3.2. STRATEGIC SYSTEM DEVELOPMENT

- 3.2.1. Identify, plan and cost all future developments and upgrades the school's ICT infrastructure via the "purchasing plan."
- 3.2.2. Formulate a schedule of preventative maintenance on the school hardware and software infrastructure.
- 3.2.3. Support the planning of the strategic development of the school's computer systems over the next one, three, and five years by proposing a formal ICT Development plan for discussion and agreement of the SLT on a rolling programme.
- 3.2.4. Keep up-to-date with the latest technologies and trends, developing the school's systems as needed and ensuring effective systems management.
- 3.2.5. Research new technologies that can be used to promote effective teaching and learning and make recommendations to the strategic leader for ICT.
- 3.2.6. Recommend areas of the school's systems that could benefit from updated technologies.
- 3.2.7. Advise the Strategic Leader of ICT and the SLT on emerging technologies as appropriate.
- 3.2.8. Advise the Strategic Leader of ICT and the SLT on the implementation of ICT policies and procedures.

3.3. RESOURCE PLANNING AND ALLOCATION

- 3.3.1. Support the development of a detailed purchasing plan and manage the implementation of the plan within an agreed budget once approved by strategic leader of ICT/SLT.
- 3.3.2. Ensure the asset database is accurate and current and maintain accurate records of all ICT purchases against ICT cost centres.
- 3.3.3. Ensure all quotations comply with the "best value" principle as required by the school and manage all ICT transactions in line with school financial policies and produce audits and reports on ICT use and costs as required.
- 3.3.4. Act as project manager for major developmental work.
- 3.3.5. Liaise with contractors/external agencies in conjunction with the Site Manager (where appropriate) for newbuild or refurbishment projects.

3.4. ICT SUPPORT SYSTEMS

- 3.4.1. Ensure the ICT Support Service offers a quality service to all end users through efficient and effective practices.
- 3.4.2. Ensure that all ICT requests entered to the school ICT "job submit" management system are processed efficiently in line with agreed priorities and timescales, ensuring that workload is prioritised and fairly allocated.
- 3.4.3. Ensure the creation of a Network handbook and any ICT Support manuals to assist staff in the basic elements of ICT. (*documents will be electronic).
- 3.4.4. Lead and manage the team of ICT Technicians and provide an escalation route when problems cannot be resolved.

3.5. SCHOOL SIMS MANAGEMENT (SIMS & INTEGRATED PACKAGES)

- 3.5.1. Manage the technical elements of the school's management information system, currently based on Capita SIMS.
- 3.5.2. Develop and Manage the internal SIMS remote access system based on Microsoft Terminal Services in Application Mode.
- 3.5.3. Manage the monthly update procedures for all Capita products, including SIMS.Net, FMS, Attendance, Exams, Lesson Monitor, & Nova-T.
- 3.5.4. Manage installation and operation of all school management software which is reliant on SIMS or the network for its effective operation (e.g. PARS, Insight).
- 3.5.5. Coordinate with the Data Manager on problems relating to the data within SIMS.

3.6. COMMUNICATION AND LIAISON

- 3.6.1. To create, develop and maintain the school Internet and Intranet sites.
- 3.6.2. Foster regular communication with colleagues in the wider ICT team in order to facilitate the smooth running of the computer network.
- 3.6.3. Foster regular communication with staff members and students in order to facilitate the smooth running of the support provision and to promote new ICT systems and projects. This will include staff training as required.
- 3.6.4. Manage all links and accounts with external equipment and service providers.
- 3.6.5. Advise staff in the best use of ICT for the required project.
- 3.6.6. To implement and improve all forms of communication carried out across the network.

3.7. DEVELOPMENT WORK

- 3.7.1. Respond to specified requests from the Senior Leadership Team (SLT) for the design and development of administrative processes and/or procedures.
- 3.7.2. Develop hardware, software and the network solutions throughout the school, to meet curriculum and administrative needs.
- 3.7.3. To advise on and to assist with the development and maintenance the school Internet sites.
- 3.7.4. To lead and manage the development and maintenance of the school intranet site (VLE).
- 3.7.5. To manage all user accounts and ensure maximum access to the network in and out of school hours.

4. Knowledge & Experience

Please see Person Specification.

5. Performance Standards

Performance will be measured against outcomes in relation to set targets and progress as measured against individual and/or team development plans.

6. Additional Information

- 6.1. This job description describes the range of duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so construed.
- 6.2. This job may include the requirement to work beyond normal school should there be an emergency need for ICT systems to be maintained. This will be subject to line manager approval.

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- 6.3.** This job description is not necessarily a comprehensive definition of the post. It will be reviewed at regular intervals and it may be subject to modification or amendment at any time, after consultation with the post holder.
- 6.4.** The post requires that you should take an appropriate share of the responsibilities attached to staff generally within the School in connection with the work of the team/department and School. This can include daily duties and examination invigilation.
- 6.5.** Post-holders will adhere to the Staff Code of Conduct and the Dress Code for Staff and show a record of excellent attendance and punctuality.
- 6.6.** Post holders may deal with sensitive material and should maintain confidentiality in all School-related matters. Child Protection Policies and Procedures, and General Data Protection Requirements are to be followed at all times.
- 6.7.** Post-holders will participate in the School's appraisal system.
- 6.8.** Post-holders will be involved, as required, with the development of quality standards and performance measures and to ensure they are implemented and maintained.
- 6.9.** Post-holders will provide support to students during periods of contact and help promote the values and aims of the School and a general feeling of well-being at all times.
- 6.10.** Post-holders will undertake other work of an appropriate nature in the interests of the School, as directed by the Headteacher.

JOB HOLDER SIGNATURE:		DATE:	
PRINT NAME AND TITLE:			

LINE MANAGER SIGNATURE:		DATE:	
PRINT NAME AND TITLE:			

Read the Person Specification on the next page.

Person Specification

SECTION	ASSESSMENT METHOD
EDUCATION, QUALIFICATIONS & TRAINING	
<ul style="list-style-type: none"> Degree and/or relevant professional qualifications desirable. Minimum of "Microsoft Certified Professional" status. Qualifications should include at least a GCSE grade C/Level 4 in English and mathematics (or equivalent). Recent relevant professional development. 	Application form Proof of qualifications
EXPERIENCE	
<ul style="list-style-type: none"> Experience of at least three years of network administration would be desirable. Experience of the supervision of staff and of working as part of a team. Experience of procurement and supplier management. Experience of appraisal procedures. Experience of working in an educational environment would be desirable. 	Application form Interview
PERSONAL ABILITIES & QUALITIES	
<ul style="list-style-type: none"> Ability to work on own initiative and as part of a team, and judge when to take decisions and when to seek advice. Ability to prioritise work and to meet deadlines. Ability to plan, monitor, evaluate and review work. Ability to maintain records and to provide evidence of work, progress and attainment over time. Excellent communication skills both verbal and written. Adaptability, flexibility, resilience and the ability to work under pressure. Methodical, analytical and a meticulous level of accuracy in working practice. Good punctuality, attendance and health. Ability to reach inaccessible areas for installation and maintenance of equipment. 	Application form Interview Tasks
SKILLS & KNOWLEDGE	
<ul style="list-style-type: none"> Knowledge of ICT Support Services environment with sound knowledge of network technologies. Knowledge of a wide range of hardware and software solutions. Knowledge of managing and supporting backup systems. Knowledge of installing, configuring, maintaining and repairing server hardware and software. Work effectively to develop positive relationships with colleagues and other agencies as appropriate. Excellent organisational skills. 	Application form Interview Tasks
COMMITMENTS	
<ul style="list-style-type: none"> A commitment to the aims and values of the School. A commitment to the highest standards of child protection and Health & Safety. A commitment to equal opportunities. A commitment to self-evaluation and improvement, including Continuing Professional Development. 	Application form Interview Tasks

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| <ul style="list-style-type: none">• A commitment to high standards of professionalism. | |
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Selection decisions will be based partly on the criteria outlined in this form. At each stage of the process, an assessment will be made by the appointment panel to determine how far the criteria have been met.

Criteria should be addressed on the application form and/or in the statement of application. Criteria will be further tested later in the process through interviews and other methods such as presentations.

When completing your statement of application, you should ensure that you provide supporting evidence of how you meet the criteria through reference to work or other relevant experience.

We will consider any reasonable adjustments under the terms of the Equalities Act (2010), to enable an applicant with a disability (as defined under the Act) to meet the requirements of the post.