**Job Description**

**Post: Network Manager**

**Department: I T**

**Grade/Salary: H9**

**Responsible to: Diana Dean, Director fo Finance & Resources**

**Job Purpose**

The Network Manager is responsible for the management of the academy’s network and ensuring that all aspects of the role support effective teaching, learning and delivery of the curriculum and academy administration.

**Key Accountabilities**

* To be responsible for managing the configuration, maintenance, and administration of the academy’s network servers
* To maintain a responsible and secure back up system for the academy’s data
* To manage the provision of technical support for all academy software
* To provide an efficient and effective ICT diagnostic and repair service to provide solutions to ICT problems for Academy staff and students
* To maintain the academy’s website, staff intranet, digital signage, and social networking pages for effective communication with staff, students, parents, and the local community
* To maintain an accurate asset register for ICT equipment
* To ensure that best value is always achieved for all ICT procurement
* To manage all ICT related contracts, reviewing these periodically and ensuring that SLAs are adhered to by the suppliers
* To advise on the purchase of ICT throughout the Academy, and to assist with the short -long term ICT development planning
* To keep abreast of ICT developments both nationally and internationally and advise on the long-term strategic view for the Academy

**Values & Ethos**

**Dignity – Kindness – Compassion – Courage - Endeavour**

Our values create and underpin our ethos as well as launching well rounded, good young people into society ready to cope with and excel in all that they do. Our values ensure and secure a vibrant community in which to flourish. Central also to all we do, is the encouragement and promotion of aspiration for staff, students and parents. If we all believe we can be the absolute best we can, within and outside our capabilities, then the learning process can’t go wrong.

**Personal and Professional Conduct:**

The post holder should conduct themselves professionally at all times, treating pupils and staff with mutual respect, regardless of personal beliefs, in accordance with Trust policies and practices.

**Key Responsibilities**

* To manage an effective, efficient, secure, and robust operation of the Academy’s network, ICT equipment and systems including completing routine maintenance & checks of Academy ICT systems, back-up systems and data, cleaning, monitoring computer equipment and adhering to the network security processes.
* To help maintain functionality of specialist hardware and software including (but not exclusively) Microsoft Endpoint Configuration Manager, Ruckus wireless systems and SIMS. To also manage the provision of technical support for cashless catering (Civica), SchoolComms and any other software as used by the academy’s community
* To be responsible for data back-up and systems security including copying, restoring and storage of media, and maintenance of a virus-free environment
* To be responsible for the line management, training, development, and performance management of the ICT Technician
* To be responsible for the preparation of specifications for hardware and software requirements throughout the Academy, liaising with suppliers as appropriate
* To assist the D of F & R with identifying, planning, ordering, and costing all future developments and upgrades to the Academy’s ICT infrastructure
* To manage the ICT hardware & software budget (overseen by the D of F & R) and to put forward proposed budgets for future years based upon the ICT development plan
* To ensure that the correct procurement procedures are always followed, and that appropriate quotes are obtained/tender documentation prepared as required (as per the Academy’s Financial Procedures)
* To manage the procurement of ICT hardware, software, and consumables to meet the Academy’s needs and within allocated budget
* Manage all user accounts and the deletion of redundant user accounts as required
* Ensure that all staff and students have the appropriate access to systems/software and provide training in the use of hardware and software as required.
* Work closely with Heads of Faculty/Department to provide curriculum-based IT solutions
* To aid staff and pupils in using the Academy’s ICT facilities, and to prepare facilities for class use and examinations, sharing expertise and where necessary, providing instruction sheets
* Assessing and supporting the needs of the administration staff to enable them to fully support teaching and learning across the academy
* To monitor the use of copyright material on academy public platforms
* To ensure that monthly audits/stock takes of the Academy’s consumables are completed, ensuring that adequate stock is available, and purchases are within budgets set
* To ensure that the Asset Management Register is always kept up to date, and that all ICT equipment is security marked
* To ensure that all ICT contracts are recorded within the Contracts Register and that this always kept up to date
* To be the main point of contact for all ICT contracts, including Capita SIMS
* To monitor and report any inappropriate use of the ICT network to the D of F & R/SLT
* Assisting with the management and provision of data as required; compiling reports when required by D of F & R/SLT
* To manage the provision of an ICT diagnostic and repair service, including contacting outside agencies, co-ordinating arrangements to ensure prompt and successful solutions to ICT problems. To monitor the ICT help desk logging system to ensure all problems resolved or escalated in a timely manner (including providing 2nd and 3rd line support)
* Ensure that the academy’s website, staff intranet, digital signage and social media sites are always maintained and kept up to date. To respond to requests for changes/additions to these in a timely manner
* To support the academy with main school events, including amongst others, Open Evening, School Production, and parents’ evenings and also in the preparation of ICT/media resources for these
* Manage and develop the school’s IP telephone system; liaising with the hardware/software provider as required, and the Estates Manager regarding line faults

**General Responsibilities**

* To be aware of and work in accordance with the school’s child protection policies and procedures to safeguard and promote the welfare of children, and to raise any concerns relating to such procedures which may be noted during the course of duty
* To produce risk assessments, user manuals or training procedures in line with the Academy’s procedures
* To be aware of and adhere to applicable rules, regulations, legislation, and procedures e.g., County Council (Equal Opportunities Policy/Code of Conduct), national legislation (Health and Safety, Data Protection/GDPR)
* To maintain confidentiality of information acquired while undertaking duties for the department
* To be responsible for your own continuing self-development, undertaking training as appropriate
* To attend and contribute to relevant management meetings within the Academy as and when
* To uphold the ethos and standards established within the Academy and contribute to improvement at all levels
* To undertake other duties appropriate to the grading of the post as required

**Information regarding IT at The Marlborough Science Academy**

The Academy has a mix of physical and virtual servers running Windows Server 2012 R2, all staff and student workstations and laptops are Windows 10, and we also have managed staff iPads. Every classroom is fitted with a projector and audio setup and most have Smart Boards. We have a Ruckus Wi-Fi system that covers the entire school both inside and out on the playing fields.

The Marlborough Science Academy provides a modern, dynamic, and challenging work environment with a wide range of opportunities to gain experience in maintaining and developing network IT systems.

**Additional Duties**

* All staff, with the support, of the academy’s designated DSL, have a responsibility for providing and safeguarding the welfare of the children and young people.
* To be familiar with and support any health and safety procedures and ensure all duties and responsibilities are discharged in accordance with the academy’s health and safety at work policy.

The Job Description above has been reviewed and agreed by me and is a true reflection of the role that I undertake at The Marlborough Science Academy

Signed

Employee Date

Line manager Date

**Personal Specification**

Under the specific headings below, detail the key requirements for the post-holder to be successful in the role

|  |  |  |
| --- | --- | --- |
| **Attribute** | **Essential** | **DesirableDesirable** |
| **Qualifications and training** | * GCSE or equivalent in IT | * Further qualification in IT |
| **Experience** | * Previous IT software & user problem   solving in a busy environment   * Previous experience of maintaining asset management registers and supplies of consumables * Management of IT contracts * Working knowledge of Windows Server Operating Systems * Previous IT software & user problem solving experience in a busy environment | * Previous budget management experience * Working knowledge of SIMS software * Previous experience of working in a school environment |
| **Knowledge and skills** | * Good understanding of Windows based software * Good understanding of the set-up of laptop and desktop equipment * Line management experience and be able to demonstrate the ability to motivate a team and forge positive working relationships |  |
| **Personal qualities** | * Excellent communication skills and   the ability to communicate effectively at all levels   * Ability to organise and prioritise tasks effectively * Ability to use initiative * Ability to work well under pressure * Ability to demonstrate the flexibility and “can do” attitude required in a role that is critical to the Academy |  |