Queen Elizabeth Grammar School Penrith

Application pack for
IT Network Manager

Queen Elizabeth Grammar School Penrith

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Headteacher: Paul Buckland M.A.

January 2018

Dear Candidate

We are looking to appoint an enthusiastic and experienced IT Network Manager. The post provides the opportunity join a very experienced and dedicated team of support and teaching staff.

Before applying, please have a look at our website www.qegs.cumbria.sch.uk, which I hope will give you a taste of the ethos and atmosphere of the school.

I look forward to receiving your application.

Yours faithfully

Mr Paul Buckland
Headteacher

Queen Elizabeth Grammar School Penrith

A mixed selective academy
Roll: 874 including 235 in the Sixth Form
Ofsted: Outstanding in every category

IT Network Manager

Full Time / Full Year (37 hours per week - 8:30am-4:30pm)

Scale PO1 - £29,323-£31,601

Queen Elizabeth Grammar School is seeking to appoint an ambitious, enthusiastic and inspiring full-time Network Manager responsible for managing and controlling all technical aspects of the installation, configuration, operation, maintenance, and development of the school's ICT hardware, software and network infrastructure. The Network Manager is a pivotal role that will play a crucial part in the delivery of the school's IT systems and in the implementation of the IT strategy and vision.

The role requires good interpersonal and communication skills and the ability to work as part of a team is essential.

We are committed to safeguarding and promoting the welfare of children. The post is subject to an enhanced DBS check and satisfactory references.

Deadline for all applications: 9am, Friday 16th February

Interviews will be held **Thursday 1st March**

Application packs are available via TES, our website www.qegs.cumbria.sch.uk or
from the Head's PA Mrs Caroline Richards secretary@qegs.cumbria.sch.uk

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Job Description for IT Network Manager

The school is committed to safeguarding and promoting the welfare of children and young people, and expects all staff to share this commitment.

Salary: Scale PO1 - £29,323-£31,601
              Full time / Full Year (37 hours per week - 8:30am-4:30pm)

Line Manager: Senior Leadership Team

Post Purpose	**Key Responsibilities:** ▪ **Plan, lead and manage all ICT services and facilities in or on behalf of the school.** ▪ **Ensure delivery of high quality ICT services across the school.** ▪ **Be innovative in driving forward the objectives of Queen Elizabeth Grammar School through the use of IT technology, services and solutions.** The information below is provided for the post holder to understand and appreciate the work content of the post. However, it should be noted that whilst every endeavour has been made to outline all the duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings have been used below in the assumption that all usual associated routines are included in the post description.
Operational Management	• Contribute to the effective performance and service provision of ICT services within the school to minimise disruption. • Participate in the collection, collation, processing and storage of data and information to comply with school reporting requirements. • To diagnose and resolve complex network, software and hardware faults. • 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. • Provide user support to identify and respond promptly to system or process issues that arise within an agreed framework of performance criteria. • 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. • To lead on projects as required including ICT security and efficient use of resource. • To maintain an up to date knowledge of ICT developments. • Support teaching staff and pupils in technical aspects of ICT. • Maintain computer files by backing up, archiving and deleting information as appropriate • Analyse and interpret data e.g. usage trends. • Develops specifications for software and hardware. • Designs and implements changes to the school's ICT software and hardware and liaise with consultants on the specifications of new software/hardware as appropriate. • To undertake development work to enhance existing systems or to assist in the preparation of new solutions.

ICT Strategy and Planning	**ICT Development** • Lead and manage ICT services and solutions at Queen Elizabeth Grammar School. • Manage change and continuous improvement of services through regular monitoring of performance and service delivery. • Ensure that appropriate service policies and practices are in place. • Implement all relevant Health & Safety regulations, throughout the school and provide advice to partner schools. • Share the school's vision, mission, values and behaviours and communicate them effectively. • Proactively identify the ICT needs of the school and devise strategies that will fully meet these needs. • Enable ICT in the classroom and curriculum based activities in line with the school's aspirations. • Liaise with managers and Leaders in school in relation to ICT. • Play a leading role in developing and delivering training to the school's staff in the use of ICT systems. • Manage the IT budgets in line with school finances. • Play a leading role in the financial planning of ICT, forecasting costs for the financial cycle at Queen Elizabeth Grammar School. • Implement and manage changes to bring about reductions in real terms of core budget expenditure for IT services.
ICT Services Support	**Leadership of All ICT Services** • Provide a technical lead in the use of current and new innovative technologies. • Ensure that all systems design, development, testing and implementation is undertaken to the highest standards and benchmarked against industry best practice. • Manage the Server infrastructure. • Manage the storage infrastructure. • Manage the network and telecoms infrastructure. • Manage desktop infrastructure including whole class teaching technologies. • Maintain uptime, integrity, availability and security of all services. • Ensure appropriate licensing is in place and regularly audited for all services. • Provide technical management of MIS Systems and monitor MIS external support contract(s), ensuring best value. • Liaison with support providers for all other agreements. • Report on performance of suppliers against agreements. • Liaison with FM providers on IT service matters. • Ensure that all SLA/OLA agreements are met for the above. • To manage and maintain the technical running of the school website.
IT Services Team	**Leadership of IT Services Team** • Line management of all team members; delegation of tasks as appropriate to team members. • Undertake Performance Management in accordance with school policies and procedures, including regular 1:1s and staff development. • Manage team work load to make most effective use of resources. • Ensure that a high quality of work is maintained by all team members. • Ensure that best practices are adhered to by the IT Services team. • Work to improve and develop the team's skills and methods of working.

Skills and Professional Development	Skills and ability to: • Share the vision, mission, values, and behaviours and communicate them effectively. • Work closely and effectively with all key stakeholders in and on behalf of the school. • Communicate effectively – All mediums. • Identify own role in achieving objectives. • Identify suitable personal development objectives to improve own knowledge. • Dress appropriately in relation to school norms. • Multi-task and make decisions quickly, accurately and justify same. • Contribute to whole school development (including non ICT service areas). • Think creatively and innovate. The school encourages development both "in-house" and externally to meet the needs of the individual and the school. It is expected that the ICT Network Manager will proactively keep abreast of current trends and developments within the relevant industries and seek out training. Employees are encouraged to undertake a programme of self-study and Continuing Professional Development to maintain and develop the level of expertise, including the acquisition of further managerial and technical qualifications. Performance targets set in conjunction with the line manager should be met or exceeded.
Associated Duties	• Undertake other tasks commensurate with the scale and responsibilities of this post. • Undertake any reasonable duty deemed necessary by the line manager. • Be flexible with working hours to suit the needs of the school for example on Open Days, at 'out of normal hours' meetings and support.

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Job Specification for IT Network Manager

In your letter of application please relate your experience and strengths to the person specification and job description		Attributes		Where Identified		
		Essential	Desirable	Application Form/Letter	Interview	Reference
Qualifications & Knowledge	• HNC/degree Level ICT or equivalent; or relevant professional experience	✓		✓	✓	
	• Relevant experience of managing a ticketed helpdesk		✓	✓	✓	
	• Professional Networking, Server or Virtualisation qualifications or relevant professional experience e.g. Microsoft MCSA / MCSE	✓		✓	✓	
	• Relevant professional experience and/or qualification designating professional knowledge and competence in network, systems and information security	✓		✓	✓	
	▪ Relevant professional experience and/or qualification designating professional knowledge of networking features and functions	✓		✓	✓	
	▪ Professional certification for IT service management e.g. ITIL Certificate in IT Service Management at Foundation level or above		✓	✓	✓	
	▪ Relevant, current knowledge of IT and workplace Health and Safety	✓		✓	✓	
	▪ Evidence of other relevant, up to date and appropriate CPD and certifications		✓	✓	✓	✓
	▪ Up to date professional specialist technical knowledge including but not limited to: Capita SIMS.net MIS systems, Hyper-V, VMware, Veeam, Sophos Antivirus, Microsoft Office suites, Office 365, Smoothwall, Ruckus WiFi	✓		✓	✓	
	▪ Up to date professional specialist technical knowledge of hardware and maintenance procedures including infrastructure, servers and end user devices	✓		✓	✓	
	▪ Up to date professional specialist technical knowledge of operating systems including Windows 7, 8 and 10, Windows Server 2008 R2 and 2012 R2, Windows Server 2016 and Linux Distributions	✓		✓	✓	
	▪ Technical knowledge of system integration risks and issues	✓		✓	✓	
	▪ Excellent Literacy & Numeracy	✓		✓	✓	✓

In your letter of application please relate your experience and strengths to the person specification and job description		Attributes		Where Identified		
		Essential	**Desirable**	**Application Form/Letter**	**Interview**	**Reference**
Experience	• Minimum of two years' experience of network management in educational establishments		✓	✓	✓	✓
	▪ Minimum of two years' experience of designing, configuring and managing IT networks, demonstrating full compliance with health, safety and welfare regulations and best practice affecting ICT across educational establishments	✓		✓	✓	✓
	▪ Minimum of two years' experience in designing IT network infrastructure for educational establishments	✓		✓	✓	✓
	▪ Minimum of two years' experience in technical implementation and support for IT network infrastructure	✓		✓	✓	✓
	▪ Minimum of two years' experience of designing, configuring and managing networks in mixed environments	✓		✓	✓	✓
	▪ Experience of some or all of the following technologies: Dell servers and storage, HP network devices, Smoothwall firewall, Ruckus WiFi, Net2 Door Entry system and InVentry Sign in system		✓	✓	✓	
	▪ Experience of developing and managing projects		✓	✓	✓	
Skills	▪ Up to date professional administrator skills in Microsoft server management including: active directory configuration and management, IIS, DNS, DHCP, group policy, RRAS, RADIUS, IPSec, WSUS and DFS.	✓		✓	✓	
	▪ Skilled in communicating technical concepts and practices appropriately to all governors, managers, teachers, support staff and students	✓		✓	✓	
	▪ Skilled in playing an integral role in school management teams, being accountable for all activities within IT teams	✓			✓	
	▪ Skilled in analysing and assessing the acquisition of future IT systems and ensuring their integration with existing systems across educational establishments	✓		✓	✓	
	▪ Skilled as an expert user of major hardware commonly used in educational and private sector establishments	✓		✓	✓	
	▪ Skilled as an expert user of specialist software with desktop and client/server based applications, including awareness of version limitations	✓		✓	✓	

In your letter of application please relate your experience and strengths to the person specification and job description	Attributes		Where Identified		
	Essential	**Desirable**	**Application Form/Letter**	**Interview**	**Reference**
▪ Skilled in inventory design for the purposes of security and insurance across multi-site services	✓		✓	✓	
▪ Skilled in devising, implementing and managing suitable disaster recovery programmes for education, including both specialist and generalist IT facilities and security frameworks	✓		✓	✓	
▪ Skilled in the upkeep of school websites (Joomla) and VLE's (Moodle)	✓		✓	✓	
▪ Skilled in analysing support requests in order to provide management information and inform service development	✓		✓	✓	
▪ Skilled in ensuring appropriate balance of scheduled monitoring and maintenance against troubleshooting	✓		✓	✓	
▪ Well organised with high level of commitment	✓		✓	✓	✓
▪ Leading by example: demonstrating the values of schools' Mission Statements, demonstrating support for school ethos	✓			✓	
▪ Ability to ensure that IT staff value learners in order to support them to achieve their full potential	✓		✓	✓	
▪ Has vision, energy and enthusiasm and shows initiative in discharging of duties	✓			✓	✓
▪ Place importance on self and others in achieving high standards	✓			✓	✓

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School Strategy

<u>Vision</u>

To prepare our students to succeed in tomorrow's world by providing a secure, challenging learning environment, a rigorous academic curriculum, high expectations, and best practice in teaching, learning and technology enhanced by wide-ranging extra-curricular opportunities and outstanding pastoral care.

<u>Aims</u>

1. The school aims to build upon its tradition of excellence in terms of both academic and personal achievement. Pupils will be encouraged to strive for the highest levels of achievement to maximise their potential.

2. The school aims to take full advantage of its small numbers to provide a caring environment in which the individual pupil's personality and abilities are valued and fostered.

3. The school will provide an environment in which resilience, creativity, enterprise and initiative are encouraged. Social, artistic and sporting activities will be promoted to develop pupils' interests and talents.

4. The school will do its best to ensure that pupils leave this school to embark upon higher education or employment confident in their skills and learning and fitted for independent, active citizenship.

<u>The Academy will</u>

1. Raise the standard of achievement of all students;

2. Ensure that every child enjoys high quality education in terms of resourcing, tuition and care;

3. Be a reflective, self-evaluative and improving organisation;

4. Provide value for money for the funds expended;

5. Establish and maintain a collaborative partnership with parents, other schools, institutions of higher education, business, industry, commerce and other stakeholders;

6. Conduct its business with the highest standards of integrity, probity and honesty.