Dunottar School, Reigate - Job Description
IT Network Manager
Full time

Dunottar is a co-educational school for pupils aged 11-18 set in extensive grounds of 15 acres on the outskirts of Reigate. Having joined United Learning in March 2014, the school became co-educational in September 2014, with boys joining Dunottar for the first time. With a new Headmaster in September 2017, the school is on a very exciting journey. The school is experiencing fast growth in pupil numbers and it recently announced a £6.6Million capital development programme to build a new Sixth Form Centre and a whole school Assembly Hall to accommodate future growth.

Dunottar is a great place to work, with a team of highly professional and committed teachers and support staff. We incorporate best practice from independent schools and academies right across the United Learning Group, whilst retaining our unique, friendly ethos in Reigate where pupils are nurtured to make significant personal progress at the same time as achieving excellent academic results. United Learning is an outstanding organisation which prides itself on providing a working and learning environment which encourages 'the best in everyone'. You will join a network of staff belonging to 60 other schools, with opportunities to engage with fellow professionals which far exceed what one school could achieve on its own. Personal development and career opportunities are excellent.

Job Description IT Network Manager

- To ensure all school ICT systems are operational, prioritising and supporting at all times the school's key function of providing an exciting and safe teaching and learning environment for its pupils.

- Provide technical support for assemblies and in school events on a daily basis and be available for up to 5 evening events per year.

Strategic Planning
In combination with the United Learning technology support team to:

- Develop medium and long term coordinated planning based on the schools educational objectives to keep the school up to date with developments in ICT.
- Plan for major developments of the ICT service and project manage their implementation.
- In conjunction with the nominated member of SIT, define a relevant Service Level Agreement for the school and manage this SLA through the use of the designated work order tracking system.
- Advise the Senior Leadership Team on emerging technologies as appropriate.

And also:

- Support the full range of financial planning for ICT, through the identification, planning and costing of all future developments and upgrades to achieve best value for the school.
- Monitor and review the types and amounts of system use,
- Manage bookable electronic resources (e.g. iPads and IRIS).
- Attend relevant meetings where the ICT service is discussed and input is required.

Resource Management

Set support priorities, balancing response to support requests with the need to follow planned monitoring and maintenance, in the context of staff availability and wider ICT service demands.

- Manage the relevant IT budgets and achieve best value for the schools ICT expenditure.
- Support the school in ordering, stocking and replenishing ICT consumables.
- Ensure that legal and contractual obligations relating to ICT resources, software licensing, systems and services are met.
- Manage and implement the installation of all new computer software as required, enabling the delivery of ICT to all operational areas.
- Liaise with external engineers and manage external contracts as appropriate.

Development and maintenance of technical systems
- Advise the Senior Leadership Team on the implementation of ICT policies and procedures.
- Design, implement, monitor and review school procedures for managing and recording installations and configuration changes.
- Design, implement and manage the network infrastructure to meet the school's requirements,
- Manage active network components including switches and routers; install additional servers, keep the network operating system up to date and oversee the maintenance of network workstations.
- Managing the phone system (Panasonic VOIP).
- Provide first, second and third level in school support for more complex requests; perform advanced troubleshooting on PCs, peripherals and applications. Advise on compatibility of hardware, applications and operating systems, according to user requirements.
- Oversee school printing solutions.
- In combination with United Learning design and implement the school's security and backup systems and plan disaster recovery contingencies to enable an efficient return of service after any unforeseen system outages.
- Design, implement and maintain the schools Anti-Virus system.
- Manage Internet access filtering, email filtering and related monitoring systems.
- To identify and install essential software patches.
- To maintain AV equipment such as Interactive Whiteboards, projectors and digital display screens.

- To be responsible for maintaining the schools computer inventory.
- Manage the schools digital signage systems.
- Upgrade relevant systems out of normal business hours to ensure minimum downtime for staff during critical periods. Developing the expertise of others in emerging technologies.

Developing expertise
- Where confident, conduct training on appropriate use of ICT resources; document systems and procedures.
- Support staff with ICT related problems.
- IRIS setup' and management of the system for teaching staff.
- Produce and analyse reports on support requests for management purposes; advise the Senior Leadership Team on possible training activities based on support log analysis.
- To undertake available training opportunities and demonstrate a commitment to continuous development*

To undertake such other duties and responsibilities of an equivalent nature, as defined by line management from time-to-time, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the job description in specific terms.

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Specification

Qualifications	
Qualifications	• 5 GCSEs including English and Maths, grade A*-C or equivalent
	• A-Level in Computing or similar
	• MCP/CCNA qualification or similar
	• Professional IT certifications
	• Degree within a relevant discipline AND at least three years' experience in relevant technology roles OR equivalent knowledge and skills
Skills	• Technical knowledge of computers
	• Able to configure equipment to be part of a network, given the appropriate information
	• Knowledge of structured network cabling, including the termination of network points and cables
	• Effective use of Audio/Visual equipment
	• Troubleshoot problems and investigate/provide a solution
	• Excellent organizational, administrative and ICT skills
Knowledge	• Knowledge and understanding of the education sector
	• Knowledge and practical skill with Windows Server management and support
	• Previous experience of management of VMware virtualised server systems
	• Previous experience of management of backup systems including Veeam and BackupExec
	• Knowledge and practical skill with Windows Active Directory and Group Policy
	• Knowledge, understanding and practical experience of the application of relevant statutory requirements concerning Data Protection, Copyright, Health & Safety and Safeguarding as they apply to school environments
	• High level skills in Microsoft Office 2010
	• Wireless networking configuration

- Web development skills
- Experience of managing and supporting telephone systems
- Experience of managing or coaching other technicians

Personal Qualities

- Willing to take ownership of tasks and to see them through to completion
- High levels of personal and professional integrity and the ability to exercise discretion and confidentiality
- Ability to build relationships, relate to students and act as a role model, encouraging positive behaviour
- Positive rapport with pupils and staff
- Excellent customer focus
- Good attention to detail
- Ability to communicate concisely and sensitively, both orally and in writing, to a variety of audiences
- Sound analytical, problem solving & reporting skills
- Willingness to work in a flexible manner
- Ability to work under pressure, prioritise and meet deadlines
- Ability to work as part of team and on own initiative
- Proactive approach to work
- A healthy sense of humour

Philosophy and Ethos

- Respect for others in an inclusive community
- To contribute to the provision of high quality Teaching and Learning at the school