(SCHG58a)

Job Title: ICT Network and Resources Manager

Grade: 11 (currently £34538-£37306) + Crawley Weighting
Accountable to: Business Manager
Accountable for: Team of IT and reprographic technicians
Hours – 37 hours per week full year

Purpose

To be responsible for the planning, development and delivery of the day to day Technological resources of the school by managing a team of high performing Technicians, providing an approach that reflects the high quality organisational operations of the school and its relationship with stakeholders.

The role requires the post holder to have excellent organisational skills in order to ensure a high quality service is provided. There will be an expectation that process efficiencies will be identified whilst supporting the day-to-day demands of the school.

Key Accountabilities

The specific accountabilities of this role may alter from time to time to meet the needs of the school. Accountabilities will include (but not be limited to) the following:

Co-ordinate and provide prioritised advanced technical support and advice as required across the school/college, ensuring the effective implementation and deployment of technological resources that support the day to day operations of the school.

Support medium and long term coordinated planning based on the school's educational objectives and to keep the school up to date with developments in ICT.

Where appropriate, work with external agencies to ensure maximum support is in place to ensure the school's IT infrastructure operates effectively.

In conjunction with the Business Manager, develop ICT strategically within the school to achieve a safe and efficient ICT environment for staff and students.

Advise the Senior Leadership Team on emerging technologies as appropriate

Support the full range of financial planning for ICT and school technical resources, through the identification, planning and costing of all future developments and upgrades to achieve best value for the school.

Attend relevant meetings as directed where ICT and school technical resources are discussed and input is required.

Lead training sessions for both IT Support staff and end users on school technologies based on the requirements of the school.

Configure and test ICT equipment and networks, including hardware, peripherals, and software and ensure efficient performance and appropriate default settings.

Monitor the performance of and diagnose and resolve most network infrastructure, software and hardware faults, and perform a range of maintenance repairs and upgrades.

Advise on and manage the school's reprographic and telephony functions.

Ensure that staff within the Technology and Resources team are inducted into the organisation in accordance with the school's policies, are conversant with the school's policies and processes and these are implemented within any working situation, and are supported through a performance management process that sets clear goals and targets that are monitored and

Manage the work of the IT Technician and Reprographic Technician in the delivery of projects and support as required including ICT security and efficient use of resources

Ensure asset management procedures are applied to all technological items of high value, including tagging and recording of usage

Advise on, co-ordinate, and monitor Health and Safety and audit checks including electrical testing, warranties, licences and risk assessments.

Support and develop the system recovery processes to minimise the risk and impact of a serious disaster including co-ordination of the appropriate back up regime and virus protection.

Review relevant leases and licences as and when needed, ensuring continuity of service

Undertake available training opportunities and demonstrate a commitment to continuous development.

Demonstrate a willingness to work flexibly, sometimes outside of normal core hours, in response to service demands as agreed with the Business Manager

Perform such other tasks as may reasonably be required by the Business Manager.

Role Demands

- Ability to manage staff and provide vision and inspiration to peers and subordinates by fostering a culture of respect and trust

- Subject to competing priorities with a requirement to organise and prioritise work to meet deadlines. Ability to progress a series of activities within recognised guidelines. This will involve making frequent decisions and exercising initiative without ready access to more senior managers. The jobholder will consult their Line Manager for advice on policy or resource issues.

- Use of initiative, organise own workload and that of others, and respond independently to unanticipated problems and situations

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Person Specification

Level of Knowledge

- Theoretical and practical knowledge of relevant ICT hardware and software packages, IT management techniques and practices – typically acquired in an ICT-related environment

- Evidence of keeping up to date with developments within the ICT work area, in particular relating to the school environment

Experience and Qualifications

- In depth experience of providing technical support in an ICT related environment. Candidates are likely to have Microsoft or similar qualifications and should ideally have experience in:

  Virtualization
  - o Microsoft HyperV
  - o VDI Server and clients
  - o Microsoft App-V

  Microsoft
  - o Exchange in Cloud/Office 365
  - o Server 2012 and Server2016
  - o Remote Desktop Server and Remote Apps
  - o MDT Deployment Server
  - o VAM Volume Activation Management
  - o SQL Server 2012-2016
  - o ADFS
  - o App-V
  - o WSUS
  - o IIS
  - o Active Directory
  - o InTune
  - o WSUS
  - o IIS
  - o Active Directory

  Backup
  - o DPM Server Incl Longterm on 2012 platform

Telecom
- o Avaya system management
- o UNIFI Security Camera

Networking
- o HP Smart switch management
- o VLAN management
- o Patch Cupboard
- o UNIFI Wireless network

- Experience of line management / leadership responsibilities

- Experience of developing strategies

- Experience of managing an allocated budget
.

Skills

• Key Skill 1
Shows strong organisational skills and demonstrates ability to lead, plan and prioritise activities. Uses time effectively and sets goals and objectives that are achievable. Delegates effectively to other staff

• Key Skill 2
Balances team and individual responsibilities by exhibiting objectivity and openness to other views. Contributes to building a positive team spirit. Able to build morale and group commitment to goals and objectives.

• Key Skill 3
Demonstrates good oral and written communication skills. Able to articulate clearly, responds will to questioning, able to undertake group presentations. Adapts written style to meet needs and able to read and interpret written information and numeric data. Ability to negotiate effectively on behalf of the school in external procurement matters.

• Key Skill 4
Displays willingness to make decisions alongside sound and accurate judgements. Explains clearly the reasoning for decisions and includes appropriate people in that process. Responds promptly to organisational needs.

• Key Skill 5
Excellent organisational skills including ability to ensure human and physical resources are matched to scheduling requirements in a timely manner. Ability to interpret budget planning, develop administrative and financial procedures that involve a range of complex issues, situations and problems

Competencies

- Works well as part of a team valuing the differing perspectives of others.

- Continually seeks opportunities to improve tasks that are within their area of control.

- Models and reinforces excellent behaviours

- Willingness to support and develop colleagues and other stakeholders, both internally and externally

Safeguarding

The ICT Network, Technology and Resources Manager is responsible for abiding by the school's child protection policy at all times. If in the course of carrying out their duties they become aware of any actual or potential risks to the safety and welfare of children in the school, the concerns must be reported immediately to the Assistant Principal with responsibility for safeguarding.

This role is subject to an enhanced DBS check.