JOB DESCRIPTION

POST:	Senior IT Network Manager
GRADE:	Band 12 (SCP 34-37)
RESPONSIBLE TO:	Head of ICT
STAFF MANAGED:	ICT support staff
JOB PURPOSE:	Responsible for the management of the ICT network of the school and development and implementation the school's ICT strategy and service provision including managing all aspects of ICT technical support in the school to contribute to an effective learning environment
JOB CONTEXT:	The ICT department is at the hub of the school, ensuring the ICT supports the school staff in the smooth running of the curriculum delivery, to improve the education of the students Works at a strategic level to lead an ICT technical team and associated budgets. Long term planning skills required to forecasting the school's ICT needs in this fast pace environment. Enhanced DBS clearance required Works across the school site(s)

ACCOUNTABILITIES / MAIN RESPONSIBILITIES

Operational Management	• To design and implement changes to the schools ICT software and hardware and liaise with consultants on the specifications of new software/hardware as appropriate • To ensure all software is up to date, appropriate licenses are obtained and upgrades are actioned • To install, configure, test and roll out new software on the network • To provide an appropriate infrastructure to facilitate need for storage, network connectivity and end-user experience

TOGETHERNESS   **H**ONESTY   **I**NCLUSIVITY   **R**ESPECT   **S**UPPORT   **K**INDNESS

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	- To be responsible for ensuring continuous availability, maintenance and running of installed information systems - To 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 be responsible for the ICT network within the school, including security - To ensure compliance with GDPR requirements for the secure storage, processing and deletion of personal and sensitive data - To be responsible for diagnosing and solving complex IT problems, prioritising as appropriate, and make decisions on service provision - To lead on projects as required including ICT security and efficient use of resource - To maintain an up to date knowledge of ICT developments - To undertake development work to enhance existing systems or to prepare new solutions - To design and implement changes to the school(s) ICT software and hardware and liaise with consultants on the specifications of new software/hardware as appropriate - To maintain computer files by backing up, archiving and deleting information as appropriate - To analyse and interpret data e.g. usage trends and provide SLT with reports - To manage the performance and service provision of ICT services effectively within the school to minimise disruption - To participate in the collection, collation, processing and storage of data and information to comply with school reporting requirements
Communications	- To advise the leadership team, teachers, support staff and students on the use of software and hardware including technical and specialist information. - To communicate with students, staff, suppliers and LA staff - To liaise with all areas of the school and outside organisations as appropriate

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	• To communicate with staff and students as part of ICT technical support to solve complex issues and provide ICT related advice on service provision • To identify school staff training issues and deliver appropriate ICT training
Partnership or Corporate Working	• To liaise with LA colleagues, including Schools ICT as appropriate
Resource management	• To line manage a team of ICT technical support staff, including recruitment, training, appraisal and dealing with any performance issues • To hold regular team meetings with the ICT technical support team • To be responsible for all ICT infrastructure-related budgets within the school forecasting future years projected expenditure • To manage specifications and procure ICT equipment and technologies on behalf of the school, including negotiations with suppliers to secure the best possible price, within the limitations of the allocated budget • To identify school staff training issues and deliver appropriate training • To maintain an inventory of software and hardware
Safeguarding	• To be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate
Systems and Information	• To maintain a database of all ICT support requests • To carry out audits of student and staff internet usage, add filters where necessary and report any misuse as appropriate in line with school policy • To create and manage all network user accounts, ensuring correct access rights and audit as required • To ensure data on the system is current and out of date data is archived
Strategic Management	• To develop policies and procedures for the use of ICT within the school

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	• To support network activity in other schools, as appropriate and as guided by the SLT • To provide advice to the SLT on future developments of the ICT network
Data Protection	• To comply with the County Council's policies and supporting documentation in relation to Information Governance this includes Data Protection, Information Security and Confidentiality • To ensure that disposal procedures are adhered to for ICT equipment
Health and Safety	• To be aware of and implement your health and safety responsibilities as an employee and where appropriate any additional specialist or managerial health and safety responsibilities as defined in the Health and Safety policy and procedure. • To work with colleagues and others to maintain health, safety and welfare within the working environment
Equalities	• We aim to make sure that services are provided fairly to all sections of our community, and that all our existing and future employees have equal opportunities. • Ensure services are developed and delivered in accordance with the aims of the Equality Policy Statement in response to the needs and aspirations of service users
Flexibility	• To respond to any reasonable request made by the Headteacher commensurate with the grading for this post • Thirsk School & Sixth Form College provides front line services, which recognises the need to respond flexibly to changing demands and circumstances. Whilst this job outline provides a summary of the post, this may need to be adapted or adjusted to meet changing circumstances. Such changes would be commensurate with the grading of the post and would be subject to consultation. All staff are required to comply with school policies and procedures

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Customer Service	• The school requires a commitment to equity of access and outcomes, this will include due regard to equality, diversity, dignity, respect and human rights and working with others to keep vulnerable people safe from abuse and mistreatment • The school requires that staff offer the best level of service to its students, their parents/carers and other stakeholders and behave in a way that gives them confidence. Stakeholders will be treated as individuals, with respect for their diversity, culture and values • To understand your role and its limits, and the importance of providing care or support
Date of Issue:	October 2018

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PERSON SPECIFICATION

JOB TITLE: Senior IT Network Manager

Essential upon appointment	Desirable on appointment (if not attained, development may be provided for successful candidate)
Knowledge • Advanced theoretical knowledge of relevant ICT hardware and software packages • Comprehensive understanding of network and server topology • Good numeracy and literacy skills • Advanced Technical knowledge of a wide range of solutions • Understanding of systems integration risks and issues	• Knowledge of Health & Safety regulations • Knowledge of procurement procedures
Experience • Substantial experience of all aspects of ICT technical support provision • Experience of managing server-related technologies and software • Substantial experience of working in an ICT related environment • Experience of managing budgets • Experience of line managing staff • Experience of delivering technical/specialist training • Network management experience	• Experience of developing ICT related policies • Project management experience • Familiarity with BromCom
Occupational Skills • Negotiation skills • Training skills • Good keyboard skills	

Essential upon appointment	Desirable on appointment (if not attained, development may be provided for successful candidate)
• Ability to communicate technical information in a manner that non-technical staff understand • Good organisational and time management skills • Problem solving and analytical Skills • Ability to work under pressure and on own initiative • Ability to lead and motivate self and a team of staff • Confidentiality	
Qualifications • Level 4 qualification in a relevant field or equivalent level of experience • Evidence of Continuing Professional Development • Willingness to undertake training relevant to the role	• CISCO related qualification • Database Management Systems related qualification
Other Requirements • Enhanced DBS clearance • Flexibility & ability to work out of school hours • To be committed to the school's policies and ethos • To be committed to Continual Professional Development • Ability to exercise discretion and judgement • Ability to form and maintain appropriate relationships and personal boundaries with children and young people • To assist in ensuring that NYCC's equalities policies are considered within the school's working practices in terms of both employment and service delivery	