

Job Description

Post Title: Head of Network and IT
Salary: SO1, plus possible R&R
Hours: 37 hours, Full time
Annual Leave: 30 days plus standard bank holidays. Holidays must be taken during school holidays.

Prime objectives of the post:

- To strategically manage the development and maintenance of an efficient ICT infrastructure and technical services; making recommendations to the Senior Leadership Team.
- To lead on the commission and configuration of ICT systems, networks and equipment; including hardware, peripherals and software and ensure efficient performance and deployment of appropriate support services.
- To promote effective teaching and learning throughout the school by the efficient deployment of ICT resources and support the school as it continues on its rapid journey to Outstanding.
- Commitment to safeguarding and promoting the welfare of children. Adhering to the school's and Local Authority's safeguarding procedures.

Responsible to: School Business Manager

Responsible for:

Job Title	Grade	No of Jobholders
Network Technician	Scale 4	1
Network Apprentice DRAFT PROPOSAL	Apprentice Scale	1

Main Duties and Responsibilities:

1. To manage the advanced ICT technical support and advice service to curriculum and administration areas across the school as agreed in negotiation with the Senior Leadership Team.
2. 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 including:
 - Servers (curriculum, administration, print & intranet).
 - Internet access, cache, filter and router.
 - Wired and wireless network devices.
 - Network and data security.
 - System performance.
 - Network infrastructure, DHCP, DNS, subnets, VPNs.
 - Management information system – SIMS/FMS.
 - Workstations and mobile devices.
 - Software.
 - Cabling to network devices.
 - Networked printing devices.
 - Interactive whiteboards and projectors.
 - Email system.
 - School Virtual Learning Environment.
 - Website.
 - Ensure Social Media compliance
 - Oversee Prevent strategies which relate to ICT use and follow-ups
3. To manage the performance monitoring of ICT, resources and perform advanced diagnosis and resolution of network infrastructure, software and hardware faults (including peripherals and web

- servers). This responsibility includes ensuring that the team can provide expert user support for all software, hardware and operating systems.
4. Develop and implement an effective backup and disaster recovery strategy to ensure against loss of data through error, abuse, malfunction or disaster. Develop the system recovery process to minimise the risk and impact of a serious disaster and threats to continuity.
 5. To be responsible for strategic business and financial planning to ensure that the ICT service meets the school's strategic vision and needs, including accountability for controlling the budget for consumable, maintenance, software, minor hardware purchases and to be responsible for other resources needed for system operation including peripherals.
 6. To actively manage the Service Level Agreements and delivery of tailored projects and support including ICT security and efficient use of resources.
 7. To advise on and manage the monitoring of Health and Safety and audit checks including electrical testing, warranties, licences and risk assessments. Maintain all necessary records and documentation including network maps and inventories and details of licence's, warranties and equipment checks as necessary.
 8. To manage the department staff including conducting performance management appraisals, inductions, training and disciplinary action in accordance with School policy and with guidance and support from relevant senior staff.
 9. To lead IT support across the school and assist in projects involving IT, provide guidance and support to all levels of users in the use of systems, products and services available to them; create, plan and provide IT training for all staff to be delivered by the IT team.
 10. To support and provide advice to local primary schools, helping where possible with their hardware, software and network infrastructure needs.
 11. To handle any queries in a prompt and efficient manner with a high level of customer service.
 12. To work collaboratively with suppliers, external support, and the Local Authority to promote the vision of the school within the local community.
 13. To contribute to the schools E-safety policy and any other school wide policies and procedures as required in liaison with the Senior Leadership Team.
 14. Manage stocks of IT consumable, records of usage.
 15. Manage the on line communications, e-mail server, internet and intranet sites.
 16. To undertake available training opportunities and demonstrate a commitment to continuous development.
 17. Ensure that legal obligations are met both under the Data Protection Act and for the control of software.
 18. To demonstrate a willingness to work flexibly, sometimes outside of normal core hours, in response to service demands as agreed with the Senior Leadership Team. This may include providing IT support for events outside of normal school hours such as Parent's evenings or student performances.
 19. To perform such other tasks as may reasonably required by the Senior Leadership Team.
 20. Commitment to safeguarding and promoting the welfare of children. Adhering to the schools and Local Authorities' safeguarding procedures.

Knowledge:

- Expert knowledge of a range of ICT technologies, both hardware and software.
- Detailed knowledge of security protection requirements.
- Full understanding of the ICT context within a school environment and general Health & Safety issues relating to ICT team and users.
- Understanding of procurement processes and requirements.

Skills:

- Able to work using own initiative.
- Manage a team.
- Excellent communication skills.
- Ability to train all staff on the use of ICT.
- Excellent team player.

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Initiative:

- Ability to source, recommend, configure, install and test computer hardware, network operating systems, software, and peripheral equipment.
- Ability to act at a senior level and negotiate with internal and external agencies.
- Analytical and strategic thinking.
- Able to communicate and explain computer systems and procedures to adults and students.

Demands:

- Demanding managerial and technical decisions in respect of the optimum use of resources in relation to the school's ICT and IMS strategy, and implementation of the development plan.
- Decisions on ICT procurement within an allocated budget.
- Decisions on deployment of ICT budget.
- Commitment to working constructively as part of the wider school team.
- Ability to work within time constraints.
- Data Protection Act.

People Responsibilities:

Liaising with:

- Headteacher and Senior Leadership Team.
- Middle Leadership.
- Teaching and Associate staff.
- Students.
- Local Authority.
- Other Secondary Schools.

Resources:

- ICT Equipment and consumables.
- School's Information Management System.
- Access to sensitive records.

Conditions:

- School environment.
- Ability to stay calm in high pressured situations.
- Emotional and mental demands.

*This job description is not a restrictive outline but indicates a range of duties.
The post holder will be expected to be flexible in the range of tasks undertaken as appropriate to the post.*