

Network Manager Job Description

Hours:	Full time for 36 hours per week. The hours of work will usually be during the school opening hours, unless otherwise requested. The school has 2 sites which are within walking distance of each other.
Department:	Support
Salary:	£34.000 (Point 25)
Responsible to:	Head of ICT Support

Job purpose

To be responsible for maintaining an ICT infrastructure that is secure, reliable, robust and resilient and supports all aspects of teaching and learning across the campus.

Specific responsibilities

ICT:	To proactively manage ICT across the campus to ensure ICT issues are prevented where possible.
Training:	To work with Head of ICT Support in identifying needs and offering support and training when needed, and especially for new staff.
External Relations:	Maintain good communication with suppliers and school's external contractors, including those outside of ICT Support Department.
Others:	To provide IT support in all aspect of school activities and external visitors including lettings.

Tasks

Operational

- To fully support the School's vision and values.
- Responsible for the operational availability of all ICT, including (but not limited to):
 - End User Devices (workstations, tablets, laptops)
 - Interactive White Boards and other AV equipment
 - Wireless infrastructure
 - Internet content filtering
 - Cashless catering
 - Management of user permissions/access rights
 - Email and calendar
 - Remote access to all files, folders and applications
 - All software use by the school

- To proactively manage ICT across the campus to ensure ICT issues are prevented where possible.
- To prioritise, investigate and manage ICT issues to resolution escalating where appropriate, and provide clear communication with all stakeholders.
- To be responsible for creating and maintaining effective images of devices on the network
- To manage all school owned ICT assets including procurement and appropriate disposal and ensuring an accurate ICT asset register is maintained.
- To proactively aid management of 3rd party supplier relationships (for example, SIMS, telephony etc.) to ensure excellent value and contract compliance.
- To ensure effective ICT backup policies and procedures are in place, and that regular testing of the backup processes is completed to provide continued assurance and confidence.
- To ensure compliant ICT Policy is deployed and that all users are aware of the policy. Where appropriate deliver awareness training to key stakeholders to ensure that responsibilities under the policy are understood.
- To perform regular audits of ICT permissions.
- To monitor the use of ICT systems and report inappropriate behaviour to the relevant person under the terms of the school's policies relating to child protection, e-safety and data protection.
- Advise users on best practice around SharePoint and TEAMS.
- To work with the Head of ICT Support in the effective management of individual projects aimed at developing the existing ICT systems in the school.
- Identify needs and offer software support and training when needed.
- Provide effective management of the ICT apprentices to ensure they deliver and develop as required.
- Ensure ICT contributes to the school's sustainability targets and aspirations.

Curriculum

- Manage and advise users on hardware, educational applications and operating system to make sure all are compatible with the school settings.
- Consult and advise staff on software licensing.
- Advise staff on compatibility of educational software.
- Investigate all department specific software that is intended to be bought by the department.
- In charge of monitor the Internet Filtering system and analyse the use of Internet.
- When requested, investigate any incident related to cyber bullying and internet usage.
- Advise users on best practice around SharePoint and TEAMS.
- Manage remote access to the school's network, including software and email.

Risk Assessments and Health and Safety

- To conduct the ICT risk assessment.
- To ensure basic safety checks are carried out, including the use of portable devices.
- Advise staff regarding Health and Safety aspects of proposed ICT development.



- Consult and advise all staff of all aspect related to health and safety in using the ICT equipment.

Sustainability

- Initiate and encourage the use of ICT to minimise the use of hard copy during the learning activities.
- Where applicable, advise staff to be more energy efficient.

External Relationships

- Maintain good communication with supplier and school's external contractors during onsite project implementation.
- To oversee the work of external ICT supplier and contractors when onsite to ensure a high standard of service.

Training and Documentation

- To work with Head of ICT Support in identify needs and offer software support and training when needed.
- To work with Head of ICT Support in conducting general ICT introduction to new staff.
- Direct staff on best practice in using the ICT resources, including personal folder on the server and email inbox.
- Design and document any important ICT guidance for staff.
- To attend educational fair regularly to keep the school in the loop of educational technology, when instructed.

Person Specification

Qualifications/Training – Essential requirement

- Strong background supporting a network in an educational or similar environment
- Excellent troubleshooting experience
- Mobile technology (tablets & smartphones using Android & IOS)
- Networking fundamentals (LAN, WAN, Switches, DHCP & DNS)
- Active Directory Management including Azure Active Directory and Intune
- A degree in Computer Networking or an equivalent qualification
- Experience of managing people
- Working experience of most or all of the following:
 - o Windows 2012-2019 servers including Radius and DirectAccess
 - o Windows Deployment Services (WDS), System Center Configuration Management (SCCM), Windows Distributed Files Services (DFS) and Data Protection Manager (DPM)
 - o Virtualisation
 - o Managed wireless networks

- o Apple Macs
- o LGFL Firewall and web filtering
- o Mobile Deployment Management and BYOD
- o Cashless Catering
- o Microsoft Office 365
- o FSLogix
- o CDM
- o SIMS
- o TEAMS and SharePoint
- o SDS
- o Intune and Azure Active Directory
- o HP Switches layer 2 and 3

Essential skills/qualities

Personal integrity and the drive to decide and implement what is best for the school

The ability to communicate effectively with all stakeholders and members of the school team, including staff; students, governors and parents

Comfortable working under pressure and the ability to meet deadlines.

A high level of initiative and enthusiasm.

Excellent organisational and technical skills.

The ability to challenge, support, inspire and develop staff.

Problem solving and prioritisation skills.

Understanding of the impact of Health and Safety and Data Protection legislation in the context of ICT.

Clearance by the Disclosure and Barring Service to work with children (all school staff are subject to this clearance).

Some knowledge of safeguarding and child protection legislation.

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

An enhanced DBS disclosure is required for all posts.

Canvassing any employee, or member of the Governing Body, directly or indirectly is prohibited and will be considered as a disqualification.

