



Featherstone High School

Job Description

Job Title:	IT Services Network Manager
Grade:	NJC 41- 46 (depending on experience)
Salary:	£37,992 - £42,591 per annum
School:	Featherstone High School
Hours:	Full Time 35 hour

Main duties and responsibilities are indicated below.

- Working with her/his line manager and the senior leadership team to develop and maintain high quality ICT networks and systems, which are regularly reviewed to ensure that the school's needs are met.
- All aspects of hardware and software including installation, operation, upgrades, repair and replacement.
- Securely maintaining information held on the school's database system/s including archive files and historical data.
- Providing technical advice, training and assistance in ICT related matters to staff and students.
- The line management of all ICT technicians including their induction, training and appraisal.
- Ensuring that health and safety requirements and other relevant regulations are in place and adhered to.
- Supporting and encouraging the school's ethos and its objectives, policies and procedures.
- Other duties of an appropriate level and nature may also be required, as directed by the Headteacher and line manager.
- Please note that the post holder may be required to work outside of normal school working hours for extended school status activities, school events, meetings and emergencies.

Operational

- Establish and maintain good relationships with all students, colleagues and other professionals.
- Manage the effective development of the school's information and communications networks.
- Advise and assist her/his line manager and the SLT on hardware and software issues within the school including any ICT developments, relevant bids and identification of suppliers.
- Identify problems and ensure their prompt resolution, advising her/his line manager of issues, potential improvements and projected developments.
- Manage the 'Knowledge Base' and 'Help Desk' systems to provide a programme of maintenance and support in response to a log of problems experienced, changes and their resolutions.
- Manage, in liaison with line manager and SLT, the project planning of ICT developments by establishing required development/resourcing plans as required.
- Support the delivery of INSET programmes for staff as required.
- Contribute and participate in staff working groups as required.

Network Maintenance and Security

- Manage the operation of the school's information and communication networks including switches and the instillation of additional network components, undertaking appropriate upgrades and repairs.
- Ensure that staff and students have a satisfactory, robust, reliable and secure ICT environment, including back-up schemes for the curriculum and administration ICT environments.
- Ensure security of work on the network by maintaining a regular programme of backing-up including mirrored hard drives, setting and monitoring access levels of all users, and ensuring that anti-virus software, systems and procedures are in place including filtering systems.
- Monitor and manage the use of the internet and IT systems within the school and report issues to her/his line manager.
- Establish in liaison with her/his line manager contingency plans in case of emergencies including power cuts, system faults and equipment damage.
- Co-ordinate the provision of live operational scheduling and monitoring as required, including integrity checking for archive/back-up data, data export for networks and other regular housekeeping and maintenance procedures.
- Organise and manage the installation and configuration of hardware and software as required including the deployment of new releases, testing and training for staff and students.
- Monitor the performance of hardware, software and networks and report as required.
- Managing and maintaining the virtualisation system, upgrading and patching, creation of new virtual servers, testing and signing off for production.
- Monitoring the wireless network, assisting with deployment and configuration and troubleshooting of access points.
- Manage the school CCTV and Voice Over IP telephone system
- Configuration of the Storage Area Network (SAN), assigning data stores and access permission to servers.

Personnel

- Organise and monitor the workloads of ICT technicians to meet departmental needs including cover for absences, delegating tasks appropriately.
- Identify training needs of ICT technicians and organising appropriate development opportunities in liaison with her/his line manager.
- Complete appraisals for ICT technicians and any other staff falling under her/his remit, including the setting of appropriate targets.
- Maintain attendance and training records for ICT technicians and any other staff falling under her/his remit.
- Support the recruitment of ICT technicians and any other staff falling under her/his remit when required.

Administrative

- Regularly monitor and review the performance of suppliers against contracts and service level agreements, reporting issues to her/his line manager.
- Undertake and ensure that all administrative duties, checks, documentation, reports and returns (internal and external) are completed accurately and submitted within **required** deadlines.
- Collate information, statistics and prepare reports as required by her/his line manager, the Headteacher and the governing body.
- Maintain and update plans and drawings of locations of equipment, switches, cabling etc.
- Undertake responsibility for all necessary administration relating to areas within her/his remit.
- Process, input, extract and analyse information from school's database system/s as required.
- Ensure compliance with data protection regulations.
- Shall manage stocktakes of all resources and equipment and ensure inventories are kept up to date.
- Manage and maintain accurate and up to date inventories and records of all ICT hardware and software on site including signing resources out/in to staff, for example, laptops and iPads.
- Manage stock including ordering, returns, liaising/negotiating with suppliers.
- Manage staff and student accounts including permissions, disk space and printing quota, where necessary add new members of the school community .

General

- Attend parents' evenings, open days, school events and meetings as required.
- Ensure that financial procedures such as placing purchase orders and authorising invoices for payment are carried out as required.
- Be responsible for the effective management of budgets within her/his remit and negotiate best value rates with contractors and suppliers.
- Attend relevant meetings and training sessions as required.
- Arrange and provide training sessions for staff to ensure that they are aware of associated procedures and regulations.
- Keep abreast of developments, current initiatives and changes in her/his field and communicate to staff as appropriate.
- Support the Headteacher and her/his line manager in advising the governing body and its committees as appropriate.
- Implement, in conjunction with appropriate staff and members of the SLT, all health and safety procedures and requirements.
- Seek, consider, and act upon professional support and advice as required and in liaison with her/his line manager.
- Arrange ICT provision for school and public examinations and tests as required.

IT Services Network Manager

Person Specification

Qualifications and experience:

- Further or higher education qualifications relevant to ICT with GCSE (grade A*–C) or equivalent, in English and mathematics.
- Evidence of successfully managing ICT network/s, hardware and software functions in order to support the day-to-day operation of an educational establishment/company.
- Experience of managing change and implementing new systems/procedures/controls.
- Experience in the line management of staff.

Knowledge and skills:

- Ability to build and form good relationships with colleagues and students.
- Able to lead, develop and motivate a team of staff, delegating duties as required.
- Ability to improve own practice / knowledge through self-evaluation and learning opportunities.
- Very good analytical and problem solving skills.
- Good verbal and written communication skills appropriate to the need to communicate effectively with colleagues, students and other professionals.
- Significant working knowledge of a range of ICT software, hardware and other resources.
- Thorough understanding of networks, LAN, WAN and Internet topologies, protocols and techniques together with proven technical background in desktop computers and peripherals.
- Managing and monitoring a budget, and providing required reports.

Personal Qualities

- Ability to show initiative and to prioritise own work and that of others even when under pressure.
- Able to follow direction and work in collaboration with line manager.
- Able to work flexibly to meet deadlines and respond to unplanned situations.
- Efficient and meticulous in organisation.
- Desire to enhance and develop skills and knowledge through CPD.
- Commitment to the highest standards of child protection and safeguarding.
- Recognition of the importance of personal responsibility for health and safety.
- Commitment to the school's ethos, aims and its whole community.

Candidate is expected to have a working knowledge and experience of a wide range of networking technologies.

The list below shows some of the key systems used at the school:

- VMware vSphere v5.5
- Novell Zenworks 11 + Groupwise 2012 + iManager + OES 11 Linux Servers + Filr
- Microsoft Server 2003/2008R2 + SQL 2008 + Sharepoint 2013
- Networking skills inc LAN/WAN/VPN
- HP Storage (SAN) + Servers technologies
- Sophos AntiVirus Enterprise Server
- CCTV (Milestone IP)
- PaperCut Printing Solution
- ENGL Imaging Toolkit
- SEP Backup solution
- Google Apps (Knowledge of Education Apps)
- IP telephony system (Nortel VOIP)
- Aruba Wireless Network
- Capita SIMS.Net + FMS
- Internet Filtering (Lightspeed Systems)
- Helpdesk Ticket system (Kayako)
- Cashless Systems + ID Visitor solution
- Biostore Biometric solution
- Schoolcomms (SMS messaging solution)