

## Co-op Academy Network Manager Job Description

### Purpose of role:

To support:

- The provision of IT services across the school as required for delivery of the National Curriculum.
- The administration of network systems for the efficient and smooth running of the IT services within the Academy.

Provide technical advice and guidance to teaching staff and school support staff.

To ensure IT services and products are consistent with the Trust's strategy and policies, so that they provide value for money.

To support the Hub IT Manager in the supervision and oversight of a small team of technicians.

Network Managers are also responsible day to day IT support, including:

- Provide assistance and advice to staff and students as required.
- Provide technical support to academies ensuring IT systems are effective, efficient and secure.
- Day-to-day management of incidents and requests through the IT toolset responding as per the agreed service levels.
- Develop skills and knowledge of a modern cloud based educational IT environment and gain relevant qualifications. e.g. Google Educator programme, other relevant technical certification programmes.

All roles in the IT team promote our ethical values and moral purpose, including Ways of Being Co-op, and support the Trust's ambitious growth target of reaching 40 academies.

### Key accountabilities (and specific duties / responsibilities):

#### KEY TASKS – Supervision

- To manage workload and delegate tasks for a small team of Co-op Academies Technicians, assuring work has been completed to appropriate quality standards and to required deadlines.
- As the senior on-site presence, provide advice and guidance to a small team of Co-op Academies IT technicians.
- To make a contribution to writing and reviewing policies, procedures and processes associated with IT services.

#### IT Change Delivery

- Work with Academies IT Colleagues and where required, suppliers to build and run effective and efficient processes that drive optimisation and create maximum value for the trust.
- To work with projects and programmes to ensure new Technology services meet agreed Acceptance into Service criteria.
- Support and help drive a 'Cloud 1st' approach to IT service and delivery.

#### Technical Support

- Work with the ICT Curriculum Co-ordinator and Central Trust colleagues on the integration and provision of IT services. This includes the local support needed for the Google Workspace environment and controlled assessments as necessary.

- Provide advice, guidance and assistance to teachers, pupils and other members of staff on use of IT services and the acceptable use and e-Safeguarding policies. Deliver or arrange training for IT services as required.
- Support the delivery of the National Curriculum in breaks and before and after the school day where required by the academies leadership.
- Set up devices such as laptops, data projectors, interactive whiteboards, sound systems and other specialist equipment, ensuring that systems are ready for use and operating correctly.
- Detect, diagnose and resolve network, computer, server and peripheral device faults. Interpret diagnostic information, prioritise resolutions and determine if external support is required.
- Contribute to information security within the school, such as the testing of backup and disaster recovery solutions, and that anti-virus and Cyber Security software is installed and kept up to date.
- Schedule IT maintenance activities across the academy to minimise disruption and support change within the academy.

### Health & Safety / Safeguarding

- Support the Senior Leadership Team in implementing the Trust's safeguarding policy.
- Implementing Trust backup, virus protection and security policies, including staff and pupil access to data and files, suggesting improvements where appropriate.
- In work areas, for themselves and their team, promote observance of a safe working environment including risk assessments, adherence to safety procedures and distribution of safety information for all personnel, where appropriate.
- Ensure routine safety checks, including electrical tests, are carried out and appropriate records maintained
- Ensure the safe disposal of obsolete equipment, used consumables and waste materials in line with the Trust recognised procedures and legal requirements.

### Administration

- Maintain an up-to-date IT asset list for the academy. Take appropriate steps to ensure security of equipment, including asset labelling as necessary.
- Use Trust processes, recommended suppliers and agreements to order equipment and supplies for use with the academy.
- Support the Hub IT Manager in financial planning. e.g. help to estimate future budget requirements.

### IT resource and service management

- Keep up to date with assigned tickets in the Service Desk system, updating, communicating status and closing as appropriate.
- Ensure that any assigned incidents and problems are fully addressed in line with service levels.
- Promote, seek opportunities for, and deliver continual service improvement.
- Escalation of incidents and requests as required within agreed Service Levels

### Behaviours

- Support the "Being Co-op" Values:
  - Do what matters most
  - Be yourself always
  - Show you care
  - Succeed together

**Personal attributes required (based on job description):**

Attributes	All attributes are essential, unless indicated below as 'desirable'	How measured, e.g. application form (A), interview (I)
<p><b>Qualifications</b></p> <p>Suitable IT qualification.g NVQ Level 4 in IT or equivalent</p>	Desirable	A
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• 3 years of IT operational service delivery to demanding customers</li> <li>• 3 years of IT in education or as a minimum, in a highly customer focused environment</li> <li>• Track record of delivery through a variety of resourcing and sourcing arrangements. Capability to leverage external providers</li> </ul>	Essential	A/I
<p><b>Skills, Ability, Knowledge</b></p> <ul style="list-style-type: none"> <li>• Up to date knowledge of IT standards/protocols, and legislation including GDPR</li> <li>• Desire to continually improve. Constantly raising the bar</li> <li>• Technically competent (Active Directory, G-Suite, Office 365, Network etc)</li> <li>• Ability to command respect amongst business peers</li> <li>• Consistent - presents the same high level of business professionalism in all settings</li> <li>• Strong relationship-builder based upon fact-based delivery on commitments – does what says they will</li> <li>• Interested and passionate about the end-customer</li> <li>• Excellent organisation and administrative skills</li> <li>• Excellent communication (oral and written) and interpersonal skills</li> <li>• Proven track record of building strong personal relationships and credibility at senior level across all internal functions</li> </ul>	Essential	I
<p><b>Personal Qualities</b></p> <ul style="list-style-type: none"> <li>• An innovative approach and high energy levels</li> <li>• Enthusiastic and action orientated</li> </ul>	Essential	I

<ul style="list-style-type: none"> <li>• Commitment to team and strong team player</li> </ul>	Essential	I
<ul style="list-style-type: none"> <li>• Able to manage conflicting priorities and changing requirements in line with Co-operative values and principles.</li> </ul>	Essential	I

These duties are neither exclusive nor exhaustive, and the post holder will be required to undertake other duties and responsibilities, which the Academy Trust may determine.

Please note that the successful applicant will be required to comply with all Trust Policies.

This post is subject to an enhanced DBS check. We value variety and individual differences, and aim to create a culture, environment and practices at all levels which encompass acceptance, respect and inclusion. All our colleagues are expected to demonstrate a commitment to co-operative values and principles, and the Ways of Being Co-op.