![Esher Sixth Form College logo]

Esher Sixth Form College provides non-selective, open access, specialist sixth form college education for North East Surrey and South West London. The College is rated 'outstanding' by Ofsted and has an impressive track record in delivering high levels of student achievement.

IT NETWORK MANAGER
FULL TIME – PERMANENT

As IT Network Manager, your key responsibilities include the deployment, security and maintenance of the college's IT services. This includes managing end-user devices, managing the helpdesk and IT technicians, and providing technical support. Additionally, you'll be responsible for implementing a robust business continuity and disaster recovery plan to ensure uninterrupted college operations. You will report directly to the IT Director.

Key Responsibilities

IT Services Management:

- Plan and carry out the replacement of end user devices such as workstation, laptops, telephones, TVs and projectors.

- Manage the deployment and configuration of desktop operating systems.

- Ensure all software and firmware is regularly updated in line with the College's IT Security Policy.

- Evaluate and deploy new software packages and ensure all packages are kept up-to-date in line with college policy and best practices.

- Ensure that the College's IT services function efficiently on a day-to-day basis in terms of availability, reliability, and speed.

- Creating, updating, and implementing robust business continuity and disaster recovery plans.

- Liaise with third-party companies for repair, servicing, and supply of IT equipment as per warranty and support arrangements.

User Support:

- Provide a high level of support to all users of the College IT systems, including staff and students.

- Manage the helpdesk and ensure jobs are prioritised, allocated appropriately to members of the team, and completed in a timely fashion.

- Provide expert assistance and training to other members of the IT department and act as an escalation point for IT issues.

- Provide training, and training resources for users to help them become more self-sufficient.

Team Management:

- Line manages the IT Technician(s) and Assistant Network Manager.

Security and Compliance:

- Maintain the security of the College IT systems in line with college policy, as well as industry standards and regulations.

- Ensure the IT requirements for examinations are met, and that the exams run smoothly.

Documentation and Development:

- Create and maintain documentation, including diagrams, configurations, and inventory.

- Keep abreast of new developments in IT and ILT.

Other Responsibilities:

- To demonstrate an awareness and commitment to equality and diversity, health and safety and safeguarding.

- To do other tasks as reasonably requested by the Principal from time to time.

Skills, Knowledge and Expertise

Experience of the following technologies:
Essential

- Management of Windows 11 (or Windows 10)

- Active Directory

- Group Policy

- Microsoft Intune

- Microsoft Office 365

- PowerShell

- Basic networking: VLANs, DNS, DHCP, IPv4

- Wireless Networking

Desirable

- Microsoft 365 Defender Advanced Threat Protection

- Adobe Creative Suite

- PaperCut

- Apple MacOS 14

- Jamf

- Switch and router configuration

- IPv6

- Windows Server 2019/2022; Hyper-V, Failover Clustering, WDS, Routing and Remote Access, Network Policy Server

- Microsoft DPM

- Microsoft SQL Server

- Paxton NET2

- Linux (Redhat and Ubuntu)

Knowledge, Skill and Abilities
Essential

- Previous experience of managing a large desktop and laptop estate

- Previous experience of managing a busy helpdesk

- Knowledge of cyber security principles and best practices.

- Logical and methodical problem-solving skills;

- The ability to work confidently in a frequently unsupervised environment.

- Ability to work as part of a team.

- Ability to stay positive while working under pressure.

- Ability to prioritise tasks based on user need and urgency.

- A high level of organisation and administrative efficiency.

- Flexibility and imagination in approaches to planning.

- Clear and confident communicator.

- Commitment to developing new skills.

- Physically able to lift and move boxes and equipment weighing up to 15kg

- Physically able to climb ladders

Qualifications
Desirable

- A bachelor's degree in computer science, information technology, or a related field

- Industry specific qualification such as MTA, MCSA, MCSE, CompTIA, CCNA are desirable.

Further Information

This post is 5 days per week. Working hours for this role are 36 hours per week throughout the year, 8.15 – 4.30 pm (Mon-Thurs) and 8.15 – 4.15 pm (Fri) excluding lunch breaks. Flexibilities and adjustments can be discussed post the interview process.

Annual leave is 25 days (three days taken during Christmas closure) plus bank/public holidays, increasing to 28 days after 5 years continuous service.

About Esher Sixth Form College

Esher Sixth Form College is an extremely successful, non-selective Sixth Form College situated in Thames Ditton, near Hampton Court, Surrey.

We are one of the few colleges in the country to achieve 'Outstanding' in all areas of our last two full Ofsted inspections and have a reputation for delivering exceptional results. We pride ourselves on creating a friendly and dynamic atmosphere for all students and staff.

Salary will be £44,511 - £51,087 per annum, inclusive of fringe area allowance

Closing date: 21st April 2024

Esher Sixth Form College is committed to promoting equality and diversity and we welcome applications from all sections of the community.