



Network Manager Information for applicants

About St George's

St George's is a girls' independent boarding and day school with approximately 300 pupils aged from 11 to 18 years old, about half of whom are boarders, and a Sixth Form of approximately 90 pupils. The school operates as an Educational Trust administered by a Board of Governors, is a member of the Girls' Schools Association and is ISC accredited.

The school is less than 30 miles from London, is close to Windsor, Eton and Bracknell and equidistant from the M3 and M4 motorways. Ascot High Street can be reached on foot in five minutes, while Ascot station is less than a mile away.

Job description

St George's is seeking to appoint a full-time Network Manager. IT is an important and fundamental part of everyday life at St George's. It provides vital management information and data systems to the School and it is integrated into all parts of the curriculum with pupils working with a wide variety of software applications. As a boarding school, IT is also a critical part of the pastoral support provided to the pupils and resident staff. Support departments are reliant on IT and it is essential that service disruption is minimized.

Primary Role.

The Network Manager will be responsible for planning, managing and executing the general day to day technical support of the School's IT systems. The principle duties are as follows:

- The deployment and maintenance of IT equipment and software.
- The installation of PC's and other IT hardware.
- Resolving Helpdesk queries, whilst maintaining accurate, up-to-date records of the work carried out and feedback to users.
- Resolving software and hardware problems.
- Ensuring timely renewals of broadband services, software, security and licenses; reviewing the provision with the Bursar in order that a suitable level of provision and value for money is achieved.
- Liaising with onsite Maintenance Team to assist in the running and terminating of network cabling.
- Responsibility for the Repairs, Maintenance & Consumables budget of the department.
- Updating/replacing computers and network equipment as necessary and within annual budget including working with Heads of Department and other academic staff.
- Responsibility for ensuring that the department's work and activity is in accordance with the School's Health & Safety policy. This includes the recording and updating of the department's risk assessments.
- Training, where required, for all staff.
- Working with SMT and Head of ICT (Academic) to develop the use of IT within the School.

- Being a key member of the IT steering committee and keeping abreast of current developments in IT especially with respect to the education sector.
- Responsibility for the day to day running of the security of the School's IT network together with development of security policies including virus protection, disaster recovery, backup protocols and system abuse.
- Testing and installation of all software within the School.
- Testing, installation and evaluation as required of all new hardware within the School.
- Responsibility for all day to day IT maintenance issues including initiating repairs and working with vendors to resolve technical issues. He or she will monitor in-house stocks of spare parts and prepare purchase requisitions for new and replacement equipment.
- Managing and providing prioritized advanced technical support and advice as required to pupils, academic and support staffs across the School. Specific areas of the day to day running of the network include (but are not limited to):
 - Maintaining the recovery processes to minimize the risk and impact of a serious disaster and threats to continuity (including co-ordination of the appropriate back up regime, virus and security protection).
 - Managing network printer configuration across the School site.
 - Manage the day to day issues arising from the School's telephone system.
 - The Supervision and training of the IT Technician.
 - Undertaking any other tasks which may be required from time-to-time by the Bursar.

Required Competencies

- Highly developed skills and substantial experience of all Microsoft client and server operating systems and most server based implementations.
- Advanced knowledge of wireless networking infrastructure including security, authentication, maintenance and troubleshooting.
- Knowledge of Windows 10/13, office software, desktop and laptop hardware and peripheral devices.
- Knowledge of computer applications.
- An up-to-date knowledge/interest in all emerging technologies and trends such as cloud computing, mobile devices etc.
- Willingness to learn and be involved in the development of education based programs and systems.

Person Specification

Candidates must be organized and capable of responding effectively and promptly to issues with an ability and willingness to solve practical problems. The Network Manager must possess good communication and customer service skills. He/she should have the ability to use their own initiative and have a flexible approach to meet the needs of the School. Some heavy lifting will be required and there will be a need to work at height.

The Network Manager has significant responsibility in having administrative access to systems and services running across the school network. He or she will be expected to be aware of the potential sensitivities surrounding this access when carrying out their duties.

The Network Manager will be expected to represent the School and its best interests in direct discussions and negotiations with suppliers, parents and other staff, as well as deal confidently and appropriately with senior staff. As a key member of the Bursar's support team, the Network Manager a self-starter able to organize and prioritize his or her own work, given the pace, demand and variety of the work carried out in this role, but to appreciate when to refer matters.

The Network Manager will be a strong team player, able to confidently articulate him or herself in writing and speech.

The use of IT throughout all areas of the school is actively encouraged, and it is considered of critical importance that the Network Services Department aims to provide excellent service and support to members of the school at all times. The Network Manager is expected to be positive, enthusiastic and a driving force to achieving this aim.

Terms of Service

1. **Start date:** It is envisaged that the Network Manager will start in August 2017 or by negotiation.
2. **Salary:** A competitive salary will be offered, reflecting the qualifications and experience of the successful candidate.
3. **Hours of work:** The normal working hours will be Monday to Friday 8.00 am – 5.00 pm.
4. **Pension:** The post-holder will be auto-enrolled into the School's defined contribution pension scheme. There is an opportunity to opt-out.
5. **Holiday:** The post-holder is entitled to five weeks holiday plus bank holidays annually; one week of this entitlement must be used to cover the Christmas shutdown period. Bank Holidays occurring during term time are considered to be normal working days. Generally, leave should be taken in School holidays with the prior agreement of the Bursar.
6. **Facilities:** Lunch is provided during term time. Members of staff can use the School's sports facilities at allocated times.

Disclosure and other pre-employment checks

St George's School is committed to safeguarding the welfare of children at the School. Therefore, this appointment will be subject to a successful disclosure check from the Disclosure and Barring Service. This will give details of all spent and unspent convictions and other recordable matters. A policy on the recruitment of ex-offenders is available on request from the school (office@stgeorges-ascot.org.uk). The supplied references will be taken up and the school may approach previous employers for information to verify particular experience or qualifications. The successful candidate will be required to complete a medical questionnaire.

How to apply

Letters of application together with the completed application form must reach the school by **noon on Monday 26 June 2017** and be posted to: **Mrs J Wood, Bursar, St George's School, Wells Lane, Ascot, SL5 7DZ**. Applications may be submitted by email to tbarber@stgeorges-ascot.org.uk. Any queries about this post may be made in the first instance to the Resources Officer, Mrs Teresa Barber, on 01344 629 979 or by email to tbarber@stgeorges-ascot.org.uk.

