Job Description
(Overview, Role Detail and Person Specification)

Role Title: **IT Network Manager**

Reports To: **Bursar**

Hours: **Full Time. All Year Round**

Grade: **Support Staff Scale**

The Role

The Network Manager will take overall responsibility for managing and supporting the College's IT systems, ensuring that they are reliable and that appropriate service levels are maintained. The Network Manager will provide first and second line support to the College, supporting the IT Technician with any technical issues that require escalation, and liaising with 3rd party support to resolve 3rd line issues. They will also be responsible for supporting day-to-day IT operations alongside the IT Technician. They will also support in scoping system requirements for any new IT project in the College in line with the overall IT strategy.

Key Responsibilities

Network Administration

▪ In line with the College policy, develop and maintain all of the College's IT systems to ensure maximum availability, access and efficiency;
▪ To be aware of developments in IT, undertake research as requested and to make recommendations to the Senior Leadership Team (SLT) for the development and expansion of the College's systems in line with the College Development Plan;
▪ Ensure the network is operational during agreed access hours and resolve failure problems;
▪ Carrying out routine and ad hoc network management tasks including daily backups, anti-virus checking and other housekeeping tasks, ensuring preventable errors do not occur;
▪ Respond to incidents logged by the customer, in an appropriate manner by having a detailed understanding of the Incident Management processes and its impact on education and the business of the College;

- Configure new workstations, printers, telephones, etc and install software in accordance with licences, as well as resolving hardware faults, including the repair of IT systems, down to modular level and occasionally component level;
- Work in an advisory capacity to understand customer satisfaction needs and act as initial contact for escalations and staff and pupil issues;
- Support and instruct pupils and staff in the use of the network, internet and software.
- Managing the IT Services budget

Policy, Security and Monitoring

- Monitor the use of software across the network and remove unlicensed software. Maintain a list of authorised software and licences;
- Set up security parameters within the school's policy and monitor access. Report inappropriate use to line manager for action;
- Maintain an asset register of all College ICT equipment;
- Monitor and enforce the College's Acceptable Use policy, liaising with the Bursar as required;
- Monitor and administer the College's systems, in accordance with guidelines and reporting to the Bursar, including CCTV, Access control systems, Printing and Copying and telephony;
- Maintain the College's virtual and physical security systems – Firewalls, web filter, anti-virus, etc.

Other Duties

- Assist in the supervision and performance management of the IT Technician;
- To undertake training and development relevant to the post;
- The postholder may be required from time to time to undertake research and project work on behalf of the Headmaster or another member of the Senior Leadership Team;
- To participate in the College's co-curricular programme of activities working directly with small groups of pupils where the postholder has skills or experience that can meaningfully add value to the experience of pupils;
- To undertake any other relevant duties as directed by the Bursar and Headmaster, and in particular to support the work of other members of the Senior Leadership Team in the early years of the College's development.
- Attending appropriate training courses as may be required.
- To be aware of and comply with College policies and procedures (e.g. Safeguarding, health and safety, data protection, confidentiality) and reporting concerns as appropriate.
- This job description is not exhaustive and the post holder will be expected to undertake other reasonable duties required by the Bursar.

Person Specification – the ideal candidate will have

Criteria	Essential	Desirable
Education / Qualifications	- Educated to GCSE Level - An appropriate IT technical qualification - Willingness to undertake further work related training.	- IT related Degree - MCP - MCSE - MCP - ITILv3/4 - PRINCE2
Experience / Knowledge	- Experience within the IT technical support environment. - Experience of successfully supporting users in the use of IT with varying levels of IT literacy. - Experience of Microsoft Windows Server/Desktop administration: - Active Directory, DHCP, DNS, Permissions, Group Policies and LAN. - Microsoft Operating Systems, Microsoft Office and Office 365. - Experience of installation, configuration, troubleshooting and maintenance of desktop computers, laptops, printers, and associated hardware. - Experience of backup software, networked anti-virus software and firewalls. - Experience of network software deployments. - Software and Hardware Asset and Configuration Management, and licencing - IT Security Awareness and GDPR data regulations	- Experience of working within a school. - Experience of managing a network in a small to medium sized business. - Prior experience of managing a team. - Prior experience of SIMS or similar school Management Information System. - Prior experience of SQL report writing using SQL reporting services. - Knowledge of Wordpress
Skills, Attributes and Abilities	- Ability to communicate effectively. - Up-to-date awareness of the IT market including new developments in software and hardware. - Ability to work under own initiative. - Enthusiasm, energy and commitment.	

Other Requirements	▪ Willingness to be flexible with working hours to respond to the needs of the College.	

St Bede's College is committed to safeguarding and promoting the welfare of children and young people, and expects all staff and volunteers to share this commitment. All candidates will be required to provide at least two referees and submit to a full DBS check.