



# CHELtenham COLLEGE

## **Network Infrastructure Manager**

### **The College**

The College consists of two inter-dependent fee-paying schools within a single executive structure. The Senior School [13-18], founded in 1841, is the oldest of the Victorian public schools and is predominantly a boarding school of some 660 pupils, including a Sixth Form of approximately 270 pupils. The Prep School [3-13] is largely a day school of some 400 pupils. Both schools are fully co-educational. The schools are situated in their own spacious grounds near the centre of Cheltenham and have fine academic records and a considerable reputation for sport, drama and music.

### **The Post**

Accountability for the management and organisation of the day to day operations of IT Services ensuring a continuous service is provided to College which meets College's strategic goals.

### **Responsibilities Strategy, Planning, Budget, and People Management**

- Accountability for the management of the College's ICT assets to ensure end users have access to their required tools for teaching, learning, and administration
- Management of ICT support staff including performance management, motivation, and training
- Manage the IT Services helpdesk and organise the IT Services departments day to day duties
- Conduct growth analysis, capacity planning, availability, and service continuity management
- Develop and manage, with the support of the Director of Information Systems, the operating budgets and proposals
- To monitor the performance of services with a view to pursuing particular or recurring problems and providing professional reports to management, senior staff and/or suppliers
- Communicate to stakeholders across College, both internally and externally
- Participate actively in the annual planning process, including developing and executing individual work-plans, evaluating and providing feedback on plans on a continual basis
- Maintain a broad knowledge of the importance of contingency planning at different levels for elements of the School's business
- Maintain knowledge of and manage different forms and regulations on procurement and tendering

### **Systems, Application, Services Support**

- Analyse and develop support models and processes based on industry standards such as ITIL, including change and release management.
- Accountable for monitoring the use of software and ensure all software is licensed and supported sufficiently
- Administer and configure monitoring platforms to ensure optimal performance and alerting capabilities
- Be accountable for business continuity and disaster recovery planning and implementation
- Maintain a broad knowledge of state-of-the-art technology, equipment, and/or systems and services
- Liaise with third party suppliers in relation to fault diagnosis and rectification of ICT systems

- Monitor the performance of suppliers and contractors who offer support or delivery of ICT systems
- Continuity, Maintenance and Security
- Accountable to ensure up to date documentation of all systems, services and operating environments
- Be accountable for Information Security Management
- Plan and implement system security policies, to include, host and client access, file permissions, and user accounts
- Understand the nature of inventory design for the purposes of security and insurance
- Any other relevant tasks as requested by the Assistant Head DOI

### **Continuity, Maintenance and Security**

- Accountable to ensure up to date documentation of all systems, services and operating environments.
- Be accountable for Information security management and digital security.
- Plan and implement system security policies, to include, host and client access, file permissions, and user accounts.
- Understand the nature of inventory design for the purposes of security and insurance.
- Ensure that all documentation is current and up to date and permissions dependent.
- Any other relevant tasks as requested by the Director of Information Services.

### **Profile of Successful Candidate**

The successful candidate will have the following qualities:

#### **Specialist Knowledge:**

- Knowledge and experience in the design and implementation of modern network infrastructure devices
- Knowledge of schools based management information systems and expert knowledge in Microsoft Products with certification
- Understanding of Zendesk/Spiceworks or other Helpdesk ticket management system
- Knowledge and experience of web technologies and services
- Knowledge and experience of Schools based learning and library systems in a networked environment
- Knowledge of current best practice, products, statutory, and regulatory requirements, including Data Protection, and Freedom of Information and Data Retention.

#### **Strategic Awareness and Planning:**

- A good understanding of the impact of the availability and quality of IT Services and support on the achievement of the school's objectives
- An ability to take a long-term strategic view and develop successful strategies for action through effective planning, review, and administration
- Ability to effectively and efficiently organise time and resources to complete work accurately, thoroughly, and on time, detailing deliverables and tasks accordingly
- Aptitude to analyse and adjust work processes or methods to accommodate changes in work requirement

#### **Leadership / Delegation:**

- An ability to provide leadership, direction and coaching to others to enable achievement of objectives
- The ability to assign work to others and empower them to undertake tasks whilst maintaining accountability

### **Teamwork/Communication:**

- An ability to communicate efficiently and confidently to staff, teachers, and students
- An ability to communicate and exercise appropriate influence with senior stakeholders in Cheltenham College, including the ability to explain technical issues in an accessible manner
- The ability to develop strong teams, and foster an environment of collaboration

### **Problem solving:**

- An ability to analyse issues, make informed judgments, take appropriate actions and accept responsibility for results
- The ability to analyse issues, spot trends, and diagnose the root cause of problems a working knowledge of Business Intelligence Systems would be an advantage
- Ability to troubleshoot and diagnose complex systems, networks, and application performance issues customer focus:
- An ability to identify and meet the needs of both internal and external stakeholders in order to deliver a high-quality service
- An ability to explain technical issues in an accessible way to non-technical School members
- An ability to communicate effectively with School members at all levels of seniority
- Detailed knowledge of both general and specific ICT health and safety issues relating to work, both for self and all potential users

### **Personal Motivation:**

- Ability and motivation to learn new technologies quickly
- A positive and helpful attitude towards work and colleagues
- Willingness to perform above and beyond normal expectation when necessary

### **Flexibility:**

- An ability to adapt successfully to changing circumstances, identify fresh approaches, and question traditional approaches and assumptions
- Be prepared to work unusual hours on occasions in cases of operational necessity

### **Desirable Specialist Knowledge:**

- Skills in modern network infrastructure devices including WiFi routers, managed switches and current cabling standards, Wireless configuration infrastructure and design with an understanding of authentication standards (including single-sign on technologies).
- Knowledge of networking Windows and Apple Mac desktop/laptop systems, software and services including an expert understanding of Microsoft Office 365 delivery and deployment.
- Knowledge of developing and maintaining Virtualisation technologies
- Knowledge of Active Directory (AD), DNS, DHCP, and wireless technologies with a focus on how this embeds into an Office 365 and Azure environment.
- Knowledge of a wide range of mobile technology devices and services, including the implementation, integration and support of such modern technology
- Knowledge of storage systems such as RAID (hardware and Software) and Storage Area Networks (SANs) Knowledge of School management systems including iSAMS/Schoolbase and SharePoint Services
- Knowledge of current best practice, products, statutory, and regulatory requirements
- Knowledge of modern network infrastructure devices such as managed switches, firewalls and filtering, and current cabling standards
- Knowledge of maintaining services to users such as networked/centralized printing and photocopying services and user services such as web access, data storage and retrieval, email services and various software
- Knowledge of IP CCTV systems implementation, integration and support
- Knowledge of IP telephony systems, including implementation, integration, and support
- Developing and maintaining IP Telephony (VOIP), Video Conferencing hardware and software

- Maintaining unified photocopying and print management services (Paper cut) working in a Mac and PC environment.
- Knowledge of Firewalls, VLANs, and Quality of Service (QoS)
- Understanding of scripting languages and an ability to push out PowerShell commands when necessary.
- A working knowledge of the new Azure environment and the potential for this option to support the development of new innovative technologies at the College sites.
- Understanding of Third Party SLA's and contractual obligations

### **Qualifications and Education Requirements**

Educated to degree level or equivalent. With specific Industry standard qualifications ITIL or MCSE.

### **Terms and Conditions**

- 37.5 hours per week (normally 8.30am to 5.00pm with an hour for lunch), although flexibility will be required to suit the needs of the department and wider College.
- Salary: circa £40,000 per annum depending on experience.
- The post is all year round.
- School lunch provided (during term time only).
- Use of College sport facilities (at staff allocated times).
- Subsidised health scheme membership (Benenden).
- Discounts and offers for College staff from local businesses and retailers.

**January 2017**