

IT Network Manager

Orleans Park is a happy, thriving, successful and oversubscribed 11-18 mixed comprehensive that serves its local community in Twickenham with over 1,200 students.

In November 2017, Ofsted recognised that Orleans Park is an outstanding school. They said "Orleans Park excels in all the aspects of provision for its pupils" and we have "established an inspirational teaching and learning environment where pupils can flourish and excel". Other highlights include "pupils have very positive attitudes to their learning", they are "keen to learn and take pride in their work. There is a clear sense of enjoyment and willingness to work and pupils have a mature attitude to learning".

In September 2014 we were delighted to open a Sixth Form which now has over 200 students and has been judged "outstanding" by Ofsted, stating that we are "striving for excellence in all areas and are determined to ensure that all students achieve the best they can". Ofsted also recognised the "staff know and care about their students as individuals and are keen to develop their students as successful independent learners" and that "sixth form students are excellent role models for younger students in the school".

At Orleans Park we value the achievements of every student no matter what their abilities or talents. Young people are at the heart of all that we do. We are a truly comprehensive school and celebrate our diversity. Our high expectations of every student, and a caring, respectful and supportive ethos, ensure everyone can "be the best they can be". Ofsted recognised that "the very strong sense of community is palpable throughout the school". Our students know that care and support is always available.

As Headteacher, I'm extremely proud of our students. They are confident, articulate and thoughtful students who continually impress me with their talents and energy. We regularly celebrate the many and varied successes of individuals and groups, and are proud of our inclusive approach.

Our enrichment offer was recognised by Ofsted as "extensive & inspiring" and a key feature of what we believe is important for the personal growth of a young person. There are a wide range of opportunities, challenges and experiences outside of the classroom. We expect all our students to take part in at least one residential activity, either in the woods, by the sea or in the mountains. Student participation in extra-curricular activities is exceptionally high.

There are a wide range of trips and visits arranged each year, both in the UK and beyond. We encourage students to take part in our highly successful Duke of Edinburgh's Award Scheme.

Orleans Park has a strong sporting tradition. We believe it is extremely important to be active and involved in sport - whatever your ability. We are proud of our sporting excellence, which includes winning the Borough Athletics Championships for 34 consecutive years. We also enjoy a strong tradition of music, drama and art at the school.

Please explore our website as this will give you an insight into the vibrancy of Orleans Park: www.ortleanspark.school

Ms E Ball
Headteacher

IT Network Manager

36 hours per week

52 weeks per year

NJC Salary Scale P02 (£33,948 – £37,842)

Hours 8am to 3:45pm Monday to Thursday, 8am to 3:30pm Friday

Starting as soon as possible

This is an exciting opportunity to join a highly successful, happy and oversubscribed 11-18 mixed comprehensive. We are looking for an IT Network Manager to lead our IT support team.

Orleans Park is an outstanding school (Ofsted November 2017) with a new Sixth Form in brand new buildings and facilities that opened in September 2014.

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Situated on a 16 acre site close to the River Thames and the centre of Twickenham, Orleans Park has much to offer:

- a commitment to the professional development of all its staff
- easy access to central London and excellent transport links for bus, train, Underground and Overground services
- close to the M3/M4/M25 with staff parking on site
- staff travel card loans
- Cyclescheme

Further details are available from our website:

<http://www.orleanspark.school/vacancies/11323.html>

To apply, please forward a CV or application form to recruitment@orleanspark.school

Closing date for applications: 10am on Friday 6 December 2019

Interviews: week beginning 9 December 2019

Early application is encouraged as we will review applications throughout the advertising period and reserve the right to commence the interview process and close the vacancy prior to this date.

The appointment is subject to satisfactory pre-employment clearances including references, medical clearance and an enhanced DBS Disclosure. Orleans Park is committed to safeguarding and promoting the welfare of children, and expects all staff and volunteers to share this commitment.

JOB DESCRIPTION

Job Title:	IT Network Manager
Reporting To:	Support Services Manager
Grade/Salary Range:	NJC Scale P02 (£33,948 – £37,842)
Hours/Weeks:	• 36 hours per week • 52 weeks per year • Hours 8am to 3:45pm Monday to Thursday, 8am to 3:30pm Friday (this includes a 30 minute unpaid lunch break) • Annual leave - 26 days as minimum (increases after 5 and then 10 years of service)

Main Duties and Responsibilities

General Responsibilities:

- To contribute to the strategic IT vision for the school and strategic development of the network.
- To manage and maintain the entire school network, including all servers, workstations, peripheral equipment and software.
- To be responsible for and manage network security and comply with GDPR.
- To ensure that user requirements are met.
- To promote and develop Google Suite (details below).
- SIMS Hosted - provide support in school and liaise with SBS for server side issues.
- To project manage new IT developments (involvement in tendering/contract negotiations).
- To oversee/support the ICT technician.
- Regularly communicate with school staff to keep them updated and informed.

Specific Responsibilities:

- Google Suite:
 - a) Create new users.
 - b) Manage email accounts/groups.
 - c) Manage groups and permissions.
 - d) Manage data/shared resources.
 - e) Manage Google Classroom.
- To organise the unpacking, assembling and testing of new ICT equipment and any returned following repair.
- To record and maintain details of all ICT equipment on the Capital Equipment Register.
- Oversee mobile devices (IPads/Laptops/Chrome books etc.).
- To monitor and act on IT Helpdesk referrals.
- To oversee the stock of printer ink / toner and their replacement in ICT equipment.
- To install software applications as required and be familiar with new and common software used in school in order to give assistance to users (staff and pupils) as necessary.
- To provide technical support for software tools, applications and utilities.
- To deliver training to staff on network software when necessary.
- To be responsible for the daily backing up of the network/computers.
- To ensure that data can be restored successfully from the backups.
- To monitor staff and pupil network usage.

- To monitor inappropriate use or misuse of the school network and report such use to the IT line manager/SLT.
- To oversee and maintain anti-virus software.
- To manage both ICT consumables and maintain budgets.
- To ensure that the school's data and computer systems are secure.
- To monitor, report and rid the user storage areas of game exe files, instant messaging files and links to proxy sites on a monthly basis.
- To ensure the efficient running of the network through planned upgrades of software and hardware and planned system maintenance.
- To ensure that line manager of ICT is kept informed of any issues that may affect the efficient running of the network.
- To maintain and keep up to date an IT Department Technical Procedures Handbook.
- To manage Mac server/Mac Suite.
- To maintain and update a technical map of the entire school network.
- Oversee CCTV (network cameras only).
- To undertake any other duties, as requested by the Head Teacher or IT line manager, which are commensurate with the grading and responsibilities of the post.

This job description is not exclusive of the full range of professional duties of the post holder. Additional/alternative reasonable tasks may be required by the school at the discretion of the Line Manager or Headteacher.

Person Specification

The person appointed will be expected to have:

- An understanding and support for the ethos of the School.
- An enthusiasm for working with 11 – 18 year olds.
- An awareness of the need for personal development, both as a member of a team and as an individual.
- A commitment to the school's Health & Safety, Safeguarding and Equality and Diversity policies.

Education and Experience

- A related qualification/s relevant to software and/or hardware

Interpersonal Skills:

- You should have exceptional communication and strategic skills and used to working to KPI's
- Passionate about delivering exceptional customer support.
- Able to work alone and as part of a team, able to work with a combination of technical staff, teachers and IT / computing staff.
- Able to build relationships with a variety of customers, including students.
- Sound planning, organisational and prioritising skills
- A logical and tenacious approach to problem solving
- Previous support experience in a school environment an advantage

Technical Skill-set and qualifications:

Servers:

- Hyper-V – monitoring performance, maintenance, creating and changing configuration of virtual servers
- Microsoft MDT – Windows imaging
- Exchange 2010 – email cluster (Legacy accounts only)
- PaperCut – print server
- Cashless system

Network:

- HP and Cisco switches – patching, VLANs
- UPS's
- SAN and NAS storage – monitoring storage use, troubleshooting, drive replacement
- Wireless and CCTV (managed by Atomwide) – monitoring and reporting of faults
- Mitel – VoIP phone system
- Windows 7 and 10 desktops and laptops

Security:

- Veeam – backup management
- LGfL/Atomwide Webscreen 3, Helpdesk, Firewall rules.
- Salto – door access control

Software and services:

- Google Gsuite – user sync, user restrictions, allowed apps
- SIMS – troubleshooting, patching, backups
- Microsoft Office
- Parago – asset management
- Experience in working with change management processes and the ability to oversee Windows upgrades and IT refurbishment and other upgrade projects

YOUR APPLICATION

Please submit:

- 1. A completed Support Staff Application Form**
- 2. A supporting statement** (Section 5 of the application form) with an explanation of your own particular strengths and qualities with relation to the job description.

Shortlisted candidates will be invited to tour the school and to talk to colleagues before the formal interviews begin.

Please do not hesitate to contact the school if there is anything you wish to discuss before submitting your application.

Elaine Ball
Headteacher

November 2019

Safeguarding Statement

The governors and staff of Orleans Park fully recognise the contribution they make to safeguarding children. We recognise that all staff, including volunteers, have a full and active part to play in protecting our students from harm.

All staff and governors believe our school is a place where students feel secure, are encouraged to talk, are listened to and are safe. We shall provide a caring, positive, safe and stimulating environment that promotes the social, physical and moral development of the individual child.

Mr Gladstone is our Designated Safeguarding Lead who has been nominated to liaise with the LADO, when necessary.

The aims of the policy are to:

- Protect young people at our school from maltreatment
- Prevent impairment to the health or development of our young people
- Ensure that all young people at our school grow up in circumstances consistent with the provision of safe and effective care
- Take action to enable all children to have the best outcomes.

We believe that everyone who comes in contact with young people and their families has a role to play in safeguarding them.

The elements of our policies are: prevention, protection and support.

For details of the full policy, please see the school website:

<http://www.orleanspark.school/policies-and-procedures/11241.html>

September 2019