



City of London Academy (Southwark)

IT Network Manager

Job Description

Grade	JE9 (£39,459 - £44,961) + £5,000 Recruitment and Retention Incentive
Responsible to	Head of MIS & Networks
Job purpose	• To develop the technical and operational strategy to support delivery of the ICT Vision, which is directly aligned with the Academy's educational aims. • To deliver ICT services for the benefit of teaching, learning, administration and management systems. • To ensure the principles of "best value" and "best practice" are maintained, working to IT Infrastructure Library (ITIL) Service Delivery Management concepts. • Responsible for the line management of the ICT Support team. • To manage the effective development, review, implementation and maintenance of the City of London Academy's (Southwark) IT policies and practice in order to ensure that the ICT support function is effectively administered, highly motivated and successful to deliver the Academy's strategic aims and objectives. • Provide ICT support and extend services to partner academies and educational providers as required.
Key Accountabilities	Strategic: • Work with the Senior Leadership Team to fully understand the Academy's educational ambitions and key educational performance measures. • Develop and implement an Academy focused ICT Strategic Development Plan that will inform the development and progress of the Academy. • Develop and implement a Technical Strategy and Systems Architecture that takes into account both the current usage of ICT within the Academy and the Academy's 5 year strategic development. • To work with the 'ICT Strategy Group' and 'ICT Teaching and Learning Committee' to set, direct and Quality Assure the use of ICT through the Academy and take action as required to maintain the implementation of the Academy's Vision, including the development of detailed business cases for future investment. • Work with the Director of IT to systemize and monitor the active use of ICT to add value to learning in all curriculum subjects. Operational: • Develop industry standard metrics to report on the performance of the ICT operations for the Academy. • Work with key stakeholders to identify and provide appropriate technology to facilitate business management and administration. • Provide technical expertise to assist in the specification of new solutions and in preparation of tender documentation for ICT procurement. • Working with the head of CPD and Director of IT, identify, organise and help implement an on-going training structure that enables all staff to maximise the use of ICT in their roles including staff induction's. • Develop, implement and monitor an Acceptable Use Policy across the Academy. • Develop, implement and monitor standard ICT policies and procedures.

Motivating and Managing Staff:

- To line manage a team of ICT Technicians ensuring an effective and efficient service delivery through provision of training, managing performance and modelling effective behaviour.
- To ensure effective liaison between managers, teaching and support staff, holding regular team meetings with managed staff.
- To undertake recruitment, induction, appraisal, training and mentoring of managed staff.
- Meet regularly with ICT Services Staff to provide direction, support and quality control.
- Develop ICT policies, processes and procedures in accordance with the strategic development of the Academy.
- Ensure ICT Services Staff participate in CPD and Performance Management and implement best practice to ensure the effective use of ICT.

Project Management:

- To manage the operational relationships with the Academy during the development and construction stage of any projects as they are taken forward to ensure that ICT is adequately addressed and integrated.
- To contract manage the operational phase of any ICT service by ensuring that ICT Suppliers are responding to the Academy's requirements and are correctly charging for their services as per the method agreed in the contract.
- To monitor the performance of ICT Suppliers and their supply chains with respect to the delivery of any ICT service including monitoring of reporting against agreed Key Performance Indicators.
- To be the primary point of management with any ICT Supplier ensuring that projects meet the parameters and requirements of the Academy.
- To verify fees/payments to the ICT Supplier on behalf of the Academy including resolving any disputes regarding amounts to be paid.
- Review ICT Supplier reports on the delivery of projects resolving or escalating issues, including on-going monitoring of issues resolution.
- To provide budgetary information to assist the Academy in the formulation of any Capital and Revenue funded programmes. To continuously monitor and provide statements of expenditure against the programme budget.
- To ensure that all ICT purchasing conforms to strategy, is appropriate, done in a timely manner, and provides "value for money".
- Responsible for the management of ICT licences across the site.
- Responsible for managing the ICT Services budget and associated budgets.
- To ensure an asset register is maintained of all ICT assets
- To work with key stakeholders to forecast the replacement of ICT assets according to an agreed life-cycle.

Technical:

- Develop the ICT technical solution (includes network, servers, storage, applications, management tools) to maximise the investment in technology and ensure efficient deployment of resources.
- Create technology horizon maps for all areas of ICT architecture to ensure standardisation across the Academy. This includes client devices, audio visual, applications and software.
- Identify aspects in need of development and provide relevant leadership and training.
- Ensure all ICT Services are delivered to agreed service levels using a mix of internal and external resources.
- Maintain a current knowledge of ICT technical developments, "best

	practice”, and trends in order to effectively plan the organisation’s future ICT strategy. • Ensure maintenance contracts are in place for critical equipment and services and those service providers are effectively managed. • Where necessary, work after hours to support major IT issues or upgrades which are not possible to perform during normal working hours. • Other ICT support duties as necessary and where appropriate. Compliance with all current and future legislation and best practice: • Ensure the Academy complies with Health & Safety legislation in relation to ICT hardware and use. • Ensure that the Academy is acting responsibly and legally with respect to copyright, computer misuse and data protection. • Compliance with all government legislation. Compliance with Health & Safety and e-safety regulations and advice: • Ensure all ICT users are aware of Health & Safety issues surrounding the use of ICT equipment. • Ensure that ICT is included in the relevant health and safety documents, policies and procedures. • Demonstrate a clear strategy to ensure that all the Academy stakeholders understand and demonstrate safe and responsible behaviour when using ICT. • Demonstrate how the Academy can employ technical e-safety and security measures without inhibiting the ability of teachers and learners to harness the power of technology. • Demonstrate how all members of the Academy community are educated and trained to behave in a safe, secure and responsible manner when using ICT within and beyond the Academy. • Adhere to the Academy’s Equality policy in all activities and actively promote equality of opportunity. • Work within a framework of best practice governed by the relevant occupational standards to support excellence in teaching and learning. • Promote the safety and wellbeing of students, ensuring that the Academy’s Child Protection and Safeguarding policies and procedures are promoted within the Academy. • Be responsible for your own health and safety and that of students and your colleagues, in accordance with the Health and Safety at Work Act 1974 and relevant EC directives
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	Essential	Desirable
Competencies	• Deep understanding of the strategic benefits of ICT. • Ability to manage change and to support the Academy in managing ICT change • Ability to develop a range of technical, business and contractual written materials without close supervision for presentation to the Senior Leadership Team. • Demonstrable ability to keep on top of/evaluate a fast changing context. • Experience of managing ICT procurements, including technical specification, tendering and evaluation for contracts. Experience of partnership working with ICT providers to deliver complex solutions. • Experience of leading and managing a team through effective organisation and continued professional development, particularly with an ITIL context. • Excellent written and oral communication skills with demonstrable experience of reaching consensus across a wide range of independent stakeholders (i.e. students, parents, staff, senior leaders and administrators), consultants, contractors. • Self-motivated team player – proactive, confident, self-starter, well organised with the ability to create and deliver effective programmes of work to meet requirements and deadlines. • Ability to use a range of tools such as spreadsheets, word processing, presentation and publishing applications to produce professional communications. • Enhanced DBS Disclosure	• Experience of using ICT to support education and improved learning outcomes.
Technical Skills	• Hold a recognised computer or network qualification at NVQ level 4 or equivalent experience of 5 years or more managing large networks within an educational setting. • Experienced user of current Microsoft Server/Workstation Operating Systems. • Experience of Server Virtualisation. • Integrated Identification Systems. • Experienced with network security including LAN, WAN and Wireless.	• Microsoft Certified (MCSE, MCSA, MCITP). • ITIL Certified. • CCNA Certified. • Interactive Audio Visual Solutions (i.e. Promethean, Smart Board). • SIMS School Management Information System • Internet Filtering. • Google Apps for Education. • Mobile Device Management Solutions