



Network Manager

Full time

Application Pack





Letter from the Principal

Thank you for your interest in Woking College.

Woking College is an oversubscribed and highly successful college of 1400 students serving the Borough of Woking, but drawing students from over 60 different schools. Our very successful strategic focus has, for many years, been to facilitate the very best quality of teaching and learning for our students. We are inclusive and non-selective and we are fully committed to continuing this successful strategy which has resulted in the doubling of the student population in recent years.

Woking College is enjoying record results, very positive value-added and an abundance of applications and quite rightly has a teaching and learning environment of which we all are very proud. Despite ever increasing competition, and against the backdrop of funding pressures across the sector, the College continues to thrive. The College has benefited hugely from an impressive transformation of its estate over recent years, with the completion of a new Sports Centre in 2014, a new Arts Block in 2015 and a modern and larger Science Building in 2016.

We recognise the advantages of collaboration and have worked hard over the years to build and maintain close working relationships with other education providers and the Local Authority. The College has been a long standing member of S7, the Surrey and Sussex group of Sixth Form Colleges, of which I am the Chair, and we look forward to continued positive engagement with schools, colleges and the local community for the benefit of all.

With strong leadership from our passionate and committed senior leadership team, and with the support of excellent teaching and support staff across all areas, we look forward to the continued evolution of the College; we also look forward to meeting committed, engaging and passionate people who want to join us to further enhance the life-chances of our students.

We very much look forward to receiving your application.

Brett Freeman
Principal



The Role

The College requires a Network Manager to oversee the IT Support Department and look after the smooth running of the College network for approximately 140 staff and 1400 students.

We are looking for an exceptional, talented candidate who is prepared to undertake additional training to ensure relevant skills are kept up to date. We expect high performance from all our staff, and candidates should demonstrate their ability and suitability to both the role and the culture of the College.

The Network Manager will be required to work closely with all staff through an efficient IT helpdesk ticketing system. The successful candidate will be highly visible within the college and be aware of significant events which will require an IT focus, such as the exam periods, and will work closely with the College registry and staff who work on MIS and with KPI data, both financial and academic.

The IT Support Department is based within the College's Learning Resource Centre and has two additional members of staff.

Hours: Full-time, year round
Salary: £34-38,000 per annum
Start date: As soon as possible

Why work with us?

Woking College has a strong sense of community in which everyone is valued; we look forward to welcoming new members of staff to join our team.

- We are an open access, caring and inclusive community
- A positive approach to staff development; including regular cross-College sharing best practice sessions
- Opportunities for staff training within the S7 consortium of Colleges & liaison with peers within the consortium
- Regular whole-College communication including weekly staff briefings
- Regular departmental meetings to ensure support and share departmental best practice
- Excellent student behaviour and productive working relationships with the Student Union
- Excellent links with local schools, businesses and universities
- Welcoming, friendly and approachable community, a harmonious working atmosphere
- On-site parking
- College gym available for staff use, yoga classes, staff football
- Staff association: regular social events
- Location: Excellent train links from London Waterloo and the South Coast, walking distance of Woking station. Close to A3, M25 & M3 junctions



Application & Selection

Application forms are available to download from our website: www.woking.ac.uk/about/staff-vacancies/

Completed applications, or any queries regarding the role or your application, should be sent via email to Kirsty Crook (Personnel Officer): kcr@woking.ac.uk or contact Kirsty on 01483 227438 (direct) or via the College Reception on 01483 761036.

Closing date, Network Manager: 9am, Wednesday 25 September 2019

Interviews for Network Manager: to be held on Wednesday 2 October 2019

Shortlisted candidates will be notified, invited for interview and references will be taken up immediately. Please note that it is not possible to inform candidates who have not been short-listed due to time constraints. The interview process will comprise of the following:

- a guided tour of the College
- Interview with the Principal and senior member of staff
- Secondary interview senior member of staff
- Task

The College encourages all candidates to be familiar with Section 1 of the DfE paper on “Keeping Children Safe in Education” September 2019 and the College's Safeguarding and Child Protection Policy. Both documents can be accessed using the following links:

- https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/828587/Keeping_children_safe_in_education_part_one.pdf
- <http://www.woking.ac.uk/about/policies/>

In line with the General Data Protection Regulation (GDPR) the College asks candidates to consider the Privacy Notice for Job Applicants, which can be found on the Staff Vacancies page of the College's website or via the following link:

- <https://www.woking.ac.uk/about/staff-vacancies/>



Job Description

Post Title: Network Manager

Responsible to: Joint Associate Director of Management Information

Job Purpose: To manage the College's management information system and to ensure the provision of IT and technical support staff within the College

Job Responsibilities

1. Manage, maintain and update the College's Management Information System, hardware and software and associated contracts (and associated documentation), ensuring it is operational during access 24/7 and respond to and resolve ICT incidents.
2. Maintain, set up and test all ICT equipment, including peripherals. Undertake regular server maintenance/housekeeping including virus checking and daily backups.
3. Line manage the ICT technical staff and ensure they continue to develop their technical skills through training and your one-to-one support
4. Be responsible for ensuring technical support is provided to all ICT users within the College and provide advice and support to staff and students on use of hardware and software.
5. Regularly communicate with College staff to keep them updated and informed.
6. Ensure spares are maintained to guarantee service availability.
7. Maintain an Inventory record of ICT equipment, and advise on replacement strategy.
8. Ensure the network operating systems, components and attached devices are kept up to date with latest, tested patches and oversee the maintenance of the same where required.
9. Project-manage and implement additions & changes to the ICT provision in line with requests made by the College
10. Ensure the backup procedures and disaster recovery plan are accurate and up-to-date, and appropriate documentation is in place for existing IT procedures and contracts.
11. Maintain accurate helpdesk, incident records, ensure the most efficient resolution of issues and produce reports as required.
12. To keep abreast technological developments in network management in order to plan, manage, and support a network development strategy and advise the Senior Leadership Team on the future ICT needs of the College.
13. Oversee the service/maintenance contracts for all systems and related equipment.
14. To act at all times in accordance with the College's Equality & Diversity policies.
15. To act at all times in accordance with the College's Safeguarding policy. Ensuring the safeguarding of students at the College, recognising one's own role in liaison with the designated safeguarding team.
16. To contribute to the safety policies of the College as directed by the Principal and to ensure that Health & Safety Regulations are observed within the Curriculum Areas and within the College in general.
17. To take part in the training programmes provided by the College and agree to the process of professional reviews.
18. To undertake any other particular duties which may be reasonably assigned to you by the Principal from time to time.

Person Specification

The person appointed will be expected to have:

- An understanding and support for the ethos of the College.
- An enthusiasm for working with 16 – 19 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 College's Health & Safety, Safeguarding and Equality and Diversity policies.

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 College environment an advantage

Technical Skill-set and qualifications:

- Previous experience in a similar role
- Advanced Knowledge of:
 - Windows 8.1, Server 2012R2
 - System Center Configuration Manager
 - OSX and Linux Oses, including Open directory
 - Networking including: DNS, DHCP, routing and VLANs
 - Active Directory
 - Windows file servers
 - Hyper-V in clustered environments
 - IP telephony
 - Wireless networking
 - Microsoft Office, Adobe Creative Cloud
 - PowerShell
 - SQL Server
 - C# and ASP .net web applications
- Experience in working with change management processes and the ability to oversee Windows upgrades and IT refurbishment and other upgrade projects
- MCSE accreditation an advantage

