

THE LONDON ORATORY SCHOOL

NETWORK MANAGER

Terms of the engagement: The appointment is subject to the provisions of the Handbook for Non-Teaching Staff.

Term: Fixed term, for one year in the first instance

Job title: Network manager

Working schedule: The standard hours of the post are 37.5 hours a week (excluding a one hour mid-day break each day) from 8.00am to 4.30pm. The role is full time with a standard annual leave entitlement of 25 days, increasing with length of service.

Responsible to: Director of IT

Accountable to: The Director of Operations

Role Purpose:

- To improve education through the use of IT;
- To make working lives easier through IT; and
- To provide on hand support and resolutions for IT in the School.

JOB DESCRIPTION

- **IT Support**
 - Regularly reviewing IT issues and triaging them appropriately, providing first-line support to staff and pupils concerning IT problems and ensuring they are resolved;
 - If necessary liaising and escalating issues to external contractors and other support agencies;
 - Assisting the Director of IT in ensuring the smooth running of the school computer networks;
- **IT Network Administration**
 - Under the line management of the Director of IT, maintaining delegated aspects of the School IT infrastructure e.g.
 - Independently monitoring and maintaining the school's servers and associated applications to ensure a stable and secure operating environment;

- Proactively maintaining the network infrastructure, installation of hardware and software, network housekeeping, backup and other security activities including anti-virus measures and fault diagnosis;
- **Hardware maintenance**
 - Maintaining an audit of all IT software and hardware in the school and making sure all appropriate equipment is security tagged and accounted for;
 - Servicing and supporting all hardware on the network including but not limited to computers, projectors, and interactive whiteboards etc.;
 - Responsibility for the connecting, setting-up, and checking of PCs for normal operation and performing routine maintenance tasks, including basic software packages and setting common options;
 - Retaining a sufficient stock of IT related supplies;
- **Miscellaneous**
 - Participating in training and CPD as required to stay abreast of IT updates;
 - Leading training and helping staff to become competent users of IT, who embed this into their teaching practice;
 - Ensuring that satisfactory standards of Health and Safety and security in relation to IT resources are maintained within the School;
 - Responsible for implementing and maintaining the School's Data Disaster Recovery Policy;
 - Contributing to the identification of future IT needs;
 - Deputise for the Director of IT if they are absent; and
 - Be able to obtain or have an up-to-date Enhanced DBS Certificate.

The above mentioned duties are neither exclusive, nor exhaustive and the post holder may be required to carry out other duties as required.

All members of the support staff are expected to be flexible and to assist with duties outside their normal area of responsibility from time to time.

At a time of rapid educational and administrative change, job descriptions cannot be prescriptive. It may be that some alteration is necessary as circumstances dictate and as new needs arise.

PERSON SPECIFICATION:

Quality	Required	Desired
Knowledge/ Experience	<ul style="list-style-type: none">• A solid working knowledge of IT administration• Confident with coordinating Microsoft Operating Systems and Office applications• An understanding of how IT networks function	<ul style="list-style-type: none">• A good working knowledge of systems such as RM Unify• Experience working in a similar role• Experience working in a school setting
Qualifications	<ul style="list-style-type: none">• Willing to undertake relevant training, we are willing to invest in the right candidate• IT qualifications to A level or equivalent professional skills	<ul style="list-style-type: none">• IT qualifications preferably to degree level or equivalent
Skillset/Personal qualities	<ul style="list-style-type: none">• Tech savvy and good with IT• Analytical• Able to work under pressure to resolve problems• Able to monitor and meet deadlines for themselves and colleagues• A self-starter who can work autonomously• Insightful prioritisation skills	<ul style="list-style-type: none">• A communicator who can understand and diagnose common IT issues• Where appropriate, someone who is able to educate staff to empower them to resolve their problems