



King Edward's

W I T L E Y

Job Description – Network Manager

Overall Purpose

To be responsible for the day to day management of the school computer network, ensuring that the appropriate service levels are maintained, and the systems are reliable

Reporting to: The Director of ICT

Direct reports: 2 consisting of Senior IT Technician and IT Technician

Hours of work: Full time 40 hours per week (exclusive of breaks), Monday to Friday with flexibility between 8am and 6pm. Occasional weekend/evening work, as agreed with the Director of ICT on a time in lieu basis.

Annual leave: 30 days including Bank Holidays rising to 35 days including Bank Holidays after 5 years with the School, to be taken during the school holidays.

Main duties and Key responsibilities

- To support the development and delivery of the School's IT strategy, including the provision for both day to day support and development work
- Ensure that backup and disaster recovery and business continuity procedures are in place, tested and fit for purpose
- Manage all aspects of ICT technical support in the School.

Further responsibilities

The development and delivery of the school's IT service;

1) Strategy & Planning

- Plan and implement changes to elements of the IT service.
- Maintain an overall view of the capabilities of the school's IT service and contribute to continuous improvement to meet future needs.

2) Budget & Team Responsibilities

- Work as part of a team and adopt flexible working practices.
- Support the full range of financial planning for IT, ensuring best value and including purchase of larger items, and help to estimate future budget requirements.

The installation and maintenance of the school's IT resource, specifically;

1) Desktop & Application Support

- Perform advanced diagnosis procedures on PCs, peripherals, photocopiers and applications.
- Advise on compatibility of hardware, applications and operating systems, according to user requirements.
- Adequately and effectively communicate to a wide range of end users and stakeholders

2) Server & Network support

- Design, implement and maintain network infrastructure to meet the school's requirements.
- Manage active network components including but not limited to; switches, routers and wireless; install additional servers and upgrade the network operating system; set up disk caches and firewalls; maintain Internet filtering systems.
- Manage remote access to the school's network.

The support and management of the school's IT service;

1) Configuration & Installation

- Manage collection of, appropriate access to and storage of relevant asset and configuration data.

2) Continuity, Maintenance & Security

- Assess risks and develop recovery procedures for key IT systems (including but not limited to Disaster Recovery Plan and Business Continuity Plan); identify improvements to systems and suggest solutions.
- Design and implement the school's backup, virus protection and security procedures, with reference to protecting hardware, data and confidential information.
- Keep up to date with current security risks and work proactively to mitigate reasonably practicable measures

3) Support Request Management

- Interpret detailed diagnostic information; monitor and manage server logs and use them to inform developments and support procedures; produce reports from support logs to provide basic management information on the volume and nature of requests.
- Prioritise resolution of problems and determine whether external support is required; allocate tasks between support colleagues, including recording requests, following up calls and implementing a maintenance schedule.
- Liaise with numerous external support partners

4) Internal Support Arrangements & External Contracts

- Overall responsibility for the IT helpdesk and ensuring that all requests for IT support are actioned in accordance with helpdesk procedures and priorities.
- Interpret and report external service response data and provisionally assess effectiveness.

Health & Safety;

- Undertake risk assessments; implement and make modifications to relevant H&S procedures.
- Advise other staff of H&S aspects of proposed developments.

Person Specification

Essential

- Educated to GCSE level 4/grade C or equivalent in Math's and English.
- Excellent interpersonal and communication skills be that written or oral.
- Proven track record of managing people
- Excellent IT skills, particularly the use of Microsoft Windows, Windows Server, Active Directory, Group Policies, O365, PowerShell, Hyper-V, SQL Server and SCCM.
- Further skills in Apple OS X, Veeam Backup and Replication, Sophos Antivirus/Sophos Central, WatchGuard Firewall XTM, Fortinet wireless networks (or equivalent), Bradford Network Manager/FortiNAC and IP Telephony.
- Excellent organisational & time-management skills.
- An appreciation and dedication to the importance of the safeguarding agenda.
- Calm under pressure and highly flexible, a team player with a good sense of humour.
- Enthusiasm for an educational environment and the aims of KESW in particular.
- Maintain and extend personal expertise in specific areas of IT to provide appropriate advice and support providing a pro-active and hands on approach to problems.
- Advise and train individual staff and pupils; produce detailed user guides and other documentation.
- Manage routine contacts with external contractors, agencies and suppliers.
- Regularly access key IT education web sites to keep abreast of changes and developments.
- Show flexibility and commitment to the job and to the ethos of the school.

Desirable

- Experience within the Education Sector

Terms and Conditions: King Edward's has its own salary scale, which provides generous remuneration. Single or family accommodation may be available at favourable rents; currently around 50 teaching staff live in school accommodation. Children of staff may be educated at King Edward's Witley and Barrow Hills School as day pupils at a very significantly reduced rate of fees, subject to household means-testing. Teaching staff are members of the Teachers' Pension Scheme.

FURTHER INFORMATION:

The School: Founded in 1553 by Royal Charter in the City of London, King Edward's is the operational arm of Bridewell Royal Hospital, a charitable foundation with assets in excess of £30m which provides for children in need of a boarding style of education. In 2017-8 the foundation provided support to over 70 pupils to attend the School.

King Edward's Witley is a co-educational boarding and day school for around 400 pupils, around 55% of whom board. Main entry points at 11+, 13+ and Sixth Form.

Around 38% of students are from abroad, from over 40 different countries. There is a Sixth Form of 140, most of who go on to universities, including Oxford and Cambridge. At the same time the curriculum is deliberately broad and suitable for pupils of differing abilities. The School has become known for its innovative approach, including in 2004 the introduction of the International Baccalaureate Diploma, now its predominant Sixth Form curriculum, alongside A levels for some who wish to specialise earlier. In its most recent educational quality inspection in 2015 the School was judged by ISI to be “Excellent” in all areas. The Head is a member of HMC.

Further details of the School are to be found in the Independent Schools’ Year Book, or on our website www.kesw.org.

The Area: King Edward’s Witley occupies 100 woodland acres on the edge of Witley, a village on the borders of Surrey, Sussex and Hampshire. It is about twelve miles from Guildford and four miles from Godalming. Witley station is on the Portsmouth to Waterloo railway line and the journey from London takes just under an hour by train. The School is 45 minutes by car from both Heathrow and Gatwick airports. The area is a noted beauty spot and the School is surrounded by woodland, heathland and commons. Local amenities include the Yvonne Arnaud Theatre in Guildford and the School is within close proximity of London and the south coast. There are good shopping facilities in Haslemere, Godalming and Guildford.

Child Protection: King Edward’s Witley is committed to safeguarding and promoting the welfare of children and applicants must be willing to undergo child-protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service.

The above is not intended to be an exclusive list of tasks and other duties may be expected as reasonably determined.

This job description will be reviewed as appropriate in consultation with the post holder.

Signed by (post holder) ----- Date -----

Signed by (manager) ----- Date -----

June 2019