

SOUTHFIELDS ACADEMY JOB DESCRIPTION

Job Title: Network Manager

Reporting to: Chief Operating Officer (COO)

Main Purpose of the Post:

The school depends upon the use of IT to support effective whole school leadership and management and crucially, to support engaging and challenging teaching and learning in the classroom. The purpose of the role is to deliver and support transformational IT services throughout, providing staff, students and other stakeholders with an outstanding IT experience.

- Provide, maintain and the Coordinate technical support for all areas of the school network and IT resources.
- Lead and develop the team of IT Technicians, oversee the IT helpdesk and ensure the team is able to meet the needs of the school.
- Develop, implement and maintain the school's IT policy and procedures in consultation with the Senior Line Manager.

Core Duties and Responsibilities

General and operational

- Responsible for day-to-day technical oversight and management of ICT, in line with Southfields Academy's stated policies, ensuring the site can operate ICT related activity in a safe and high quality environment for learning and community use.
- Support the COO to ensure ICT facilities meet the needs of teaching and support staff.
- Ensure the availability of rapid high-quality support for staff and students.
- Support and advise staff in the use of IT facilities provided by the school.
- Provide technical support for Servers, desktops and other end user devices, escalating support to third party providers, when required.
- Ensuring a system is in place for monitoring and ensuring ICT systems are operational, including at evenings and weekends, when required.
- Ensure network functionality is thoroughly tested, maintaining network security, firewall protection, system uptime and system penetration.
- Keep all IT equipment in good working order, carrying out repairs where required.
- Ensuring IT stock levels are maintained, an up-to-date inventory is kept and disposals are managed within the relevant frameworks.
- Responsibility for Firewall administration, IT Security and Network integrity including anti-virus and monitoring updates.
- Day to day line management responsibility of the ICT team, including: ICT support staff recruitment, induction, training and mentoring; ensure duties are undertaken in an efficient and professional manner; prioritising workload.
- In conjunction with the COO, review and develop policies and operational procedures to assist with ICT management, including supporting practice to ensure GDPR compliance.
- Creation and management of school images to be used on all devices ensuring a consistent experience for all users.
- To ensure compliance with the school's Health and Safety Policy and Health and Safety at Work Regulations.

- Contribute to the design, development and implementation of working practices and procedures that enhance the impact of ICT services in the efficient delivery of management information that supports the learning and teaching within the Academy.
- Keep abreast of technological advances and advise on future adoption, if necessary.
- To undertake the necessary training/development required in order to keep up to date with developments, as identified through performance management.
- Review and develop your own professional practice, including taking part in annual performance review.
- To have a flexible approach to working hours to accommodate whole school operation.
- Any other such matters as the school may reasonably request.

Line Management:

- Support and develop a skilled technical team, providing guidance, technical support, and fostering a collaborative work environment.
- Conduct regular performance evaluations and ensure the professional development of team members.
- Personally contributing to an environment that welcomes diversity and respects individuals.

Network Maintenance:

- In conjunction with the COO, responsibility for the academy's network infrastructure - management, implementation and maintenance of the network infrastructure across the site including cabling, switch management and wireless Aps.
- Ensure the network's reliability, security, and scalability to support the educational needs of the school.
- Respond to the electronic work request system notifications by prioritising and resolving the tasks specified whilst communicating progress to all concerned.
- Maintain records of problem investigations and resolutions, recording all major changes made to the network.
- Working to develop an effective and resilient LAN (Local Area Network).
- Monitor the effectiveness of the ICT provision and implement/advise on improvements as required.
- Contribute to the identification, management and implementation of suitable hardware and software solutions.
- As required, liaise with third party support organisations to resolve support issues with both hardware and software.
- Responsibility for the site's server management; maintenance, updates, general upkeep and running of all the physical and virtual servers.
- Responsibility for monitoring and maintenance of all site's computer workstations, including both hardware and software problem resolution.
- Manage user accounts for all main IT systems such as AD, Office 365, Google and MIS. OS and application management including workstation builds, license management, the creation and roll out of packages, application updates and maintenance of all IT systems and packages.
- Oversee, and work with the ICT technicians to manage, develop and update site's systems, managing network downtime to allow for network updates and any infrastructure changes.
- To work with and support the COO with the introduction of any new software.
- To work closely with the COO and other members of the Senior Leadership Team on projects or new developments.
- Manage and maintain the academy telephone and broadband systems, including supporting the COO in setting up of new contracts.
- Collaborate with external vendors and service providers to optimise network performance.

Digital Platforms:

- Ensure the availability and accessibility of digital platforms, including the school's website and Google Classroom / Environment.
- Ensure links with key off-site software vendors remain updated, investigating any issues through to resolution.

Offsite and Onsite Backups:

- Maintain and safeguard critical data and ensure quick recovery in case of data loss.
- Conduct regular tests of backup systems to verify data integrity and reliability.

Data Protection and GDPR Compliance:

- Collaborate with relevant stakeholders to implement and maintain effective data protection policies and procedures.
- Manage school data both onsite and offsite including the management of data backups, security, user disk quotas, organisation of shared drives and folder permissions.

Security and Cybersecurity:

- Ensure security measures that protect the school's information systems from cyber threats and unauthorised access remains functional with regular testing of these systems.
- Responsibility for the implementation of security measures to ensure a secure network. This includes applying appropriate computer and user policies, deploying and maintaining anti-virus software and ensuring servers and workstations are installed as necessary updates.

Vendor Management:

- Manage relationships with external vendors and service providers, ensuring effective collaboration and service delivery.
- In conjunction with the COO, be responsible for the specification and management of ICT operational SLAs/contracts, including any leasing arrangements.
- Liaise with the COO through procurement activity as required, specifying specification and scope of works when installing or purchasing new equipment, ensuring the academy obtains value for money.
- Develop, implement and monitor ICT supplier performance against agreed service level agreements supporting the COO in taking appropriate action when suppliers underperform.
- Support the COO with specifications and quotations for tender purposes.
- Review operational and supplier activity providing reports on areas for improvement and raising any risks to the COO.

Budgeting:

- Work collaboratively with the COO to best use budgets available to the school.
- Keep and maintain appropriate records including asset registers of all ICT equipment.
- Ensure cost-effective use of resources while meeting the technological needs of the school.

Safeguarding

- To be fully aware of safeguarding principles, including KCSIE 2023, and promoting the welfare of children and vulnerable adults, and to report any concerns in accordance with the Academy's Safeguarding/Child Protection policies.
- To ensure that the DSL is immediately made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding and/or child protection.
- To undertake compulsory Child Protection/PREVENT Training as directed by the school.

- To be fully aware of and understand the duties and responsibilities arising from the Children's Act and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker's role within the organisation.
- To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to the worker's role.

Additional Responsibilities:

Any other duties assigned by the Principal/Headteacher commensurate with the grade of the post.

The duties of the post may be varied from time to time, in a manner that is compatible with the post held, at the discretion of the Principal/Headteacher/COO.

Whilst every effort has been made to cover the main duties and responsibilities of the post, each individual task undertaken may not be identified.

This job description is current at the date below, but will be reviewed on an annual basis and, following consultation with you, may be changed to reflect or anticipate changes in the job requirements which are commensurate with the role and the grade.

Signed:

Postholder's signature	Name	Date
Line Manager's signature	Name	Date