



BENTON PARK SCHOOL

CREATING A CLIMATE FOR GREAT LEARNING,
SUCCESS AND OPPORTUNITY



JOB DESCRIPTION

Network Officer

Name:	
Allowances:	C3
Hours:	37 hours per week AYR
Responsible to:	Network Manager
Review Date:	

PURPOSE OF THE JOB

To be a key member of the school's network team, responsible for installation, maintenance, availability and security of school's network, hardware, software and audio visual systems.

To provide a professional and flexible ICT service that meets the varied and changing needs of the organisation, supports the progress of students learning and the development of the school vision.

To provide specialist ICT support in relation to a variety of complex ICT and audio visual systems.

Specific responsibilities

- Facilitate the effective use of the school's network infrastructure, servers and workstations.
- Contribute to hardware, software and network solutions throughout the school, to meet curriculum, organisational and administrative needs.
- Ensure that the network is operational during access hours and appropriate back-up protocols are implemented; this includes applying upgrades to ICT systems as directed out of normal business hours to ensure minimum downtime for staff during critical periods.
- Carry out work in line with the maintenance programme, resolving failures in hardware and software and ensuring appropriate "housekeeping" tasks are implemented.
- Attend internal and external meetings and/or training as directed by the Network Manager.
- Train staff on a wide range of ICT and Audio Visual applications used in school.
- Monitor the use of hardware and software, reporting any issues or concerns to the Network Manager.
- Maintain security parameters and ensure virus checks are implemented and recorded.
- Comply with policies and procedures relating to data security, confidentiality and data protection and ICT resource management.
- Establish and maintain constructive relationships with other agencies providing excellent customer service to internal and external customers and visitors.
- Assist with the teams planning for major developments of the ICT service and support their implementation under the direction of the Network Manager
- Contribute to the development of the whole school ICT strategy to achieve a safe, efficient and innovative ICT learning environment for staff and students.
- Ensure that legal and contractual obligations relating to ICT resources, licensing, systems and services are met.
- Implement the installation of new computers, peripherals and software as required, enabling the delivery of ICT to all operational areas.
- Comply with the school policy on asset disposal.
- Liaise with external engineers and external contractors as appropriate.

Headteacher: Miss D Martin

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- Ensure all school ICT systems are fully operational at all times except where maintenance is being carried out.
- Provide in-school support for a variety of ICT requests; perform troubleshooting on PCs, peripherals and applications, advise on compatibility of hardware, applications and operating systems, according to user requirements.
- Support the management of the school's telephony system under the direction of the Network Manager.
- Facilitate and maintain school printing solutions.
- Implement the school's security and back-up systems and disaster recovery contingencies to enable an efficient return of service after any unforeseen system outages.
- Provide supervision of the ICT rooms as requested, to include supervision of pupils using ICT resources as directed.
- Provide advice and guidance to staff and others on ICT and/or Audio Visual issues.
- Deliver specialist ICT and/or Audio Visual training on a range of systems.
- Provide ICT and Audio Visual support for school events; including events outside the normal school day as directed.
- Contribute to the overall objectives and vision of the school.

Additional Duties

- To be First Aid trained and respond to requests for First Aid in line with the First Aid Policy.
- The post holder may be required from time to time to undertake lunch or break time duties as requested by SLT.
- The post holder may be required from time to time to assist with the invigilation and/or administration of internal and/or external assessments.
- Support and promote the school's policies on Diversity and Equality of Opportunity.
- To be aware of and comply with policies and procedures relating to child protection and safeguarding ensuring all concerns are reported appropriately in a timely manner.
- To be aware of and comply with policies and procedures relating to data protection and the security and confidentiality of data ensuring all concerns are reported appropriately in a timely manner.
- Undertake any other duties commensurate with the grade of the post.

VARIATION IN ROLE

Given the dynamic nature of the role and structure of Benton Park School, it must be accepted that, as the School's work develops and changes, there will be a need for adjustments to the role and responsibilities of the post. The duties specified above are, therefore, not to be regarded as either exclusive or exhaustive. They may change from time to time commensurate with the grading level of the post and following consultation with the postholder.

All job descriptions may change and/or be amended, following negotiation, with the Headteachers in light of changing national, local and school agendas.

HEALTH & SAFETY

The Network Officer will make themselves familiar with the requirements of the Health and Safety Policy which are relevant to their work.

The School (and the Local Authority) is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment.

Signed

Date

PERSONNEL SPECIFICATION

POST TITLE: Network Officer (C3)

PERSONAL SPECIFICATION ESSENTIAL REQUIREMENTS: It is essential that the Candidate should be able to demonstrate the following criteria for the post within the context of the specific role duties and responsibilities: Candidates will only be shortlisted for interview if they can demonstrate on the application form that they meet all the essential requirements.

Method Of Assessment (MOA) – A = Application Form T = Test I = Interview C = Certificate

Skills Required	MOA
Able to communicate effectively with a wide range of people including sensitive, confidential and complex information	A/ I
Able to establish and maintain accurate records using both manual and electronic systems	A/ I
Able to accurately enter/retrieve data information from information systems	A/ I
Able to contribute to the improvement of the service including processes and procedures	A/ I
Able to prioritise own work to meet conflicting deadlines	A/ I
Able to produce and present reports and data	A/ I
Knowledge required	MOA
Of complex ICT network systems	A/ I
Of a wide variety of ICT hardware and peripherals	A/ I
Of a wide variety of Software applications	A/ I
Of Audio Visual systems and their operation	A/ I
Of Data Protection requirements and data security	A/ I
Of dealing with sensitive, confidential and/or complex data	A/ I
Experience required	MOA
Of dealing with more complex queries from a wide range of people	A/ I
Of working in partnership with others to deliver work to set deadlines	A/ I
Of working with complex ICT systems and networks	A/ I
Of providing customer focussed services	A/ I
Of participating in teams and using own initiative	A/ I
In the use of a variety of ICT applications, hardware and software	A/ I
In the use of customer facing Audio Visual Systems	A/ I
Behavioural & Other Related Characteristics required	MOA
Committed to continuous improvement	A / I
Ability to understand and observe the School's Equal Opportunities, Health and Safety and Safeguarding Policies	A / I
Willingness to actively participate in training and development activities to ensure up to date knowledge, skills and continuous professional development	A / I

PERSONAL SPECIFICATION DESIRABLE REQUIREMENTS: It is desirable that the Candidate should be able to demonstrate the following criteria for the post within the context of the specific role duties and responsibilities: Candidates are not required to meet all the Desirable requirements however these may be used to distinguish between acceptable candidates

Method Of Assessment (MOA) – A = Application Form T = Test I = Interview C = Certificate

Skills Required	MOA
N/A	
Knowledge required	MOA
Degree level or equivalent	A/ I/C
ICT Network qualification (may be working towards)	A/ I/C
On-going CPD in ICT / Audio Visual practice	A/I
Experience required	MOA
Of implementing ICT maintenance and development programmes	A/ I
Of delivering comprehensive ICT support in a large education organisation	A/ I
Of implementing, managing and maintaining Audio Visual systems	A/I
Behavioural & Other Related Characteristics required	MOA
The job requires the mobility and fitness to undertake the physical installation of ICT hardware and Network provision	

We are actively committed to safeguarding and promoting the welfare of our pupils and expect all staff and volunteers to share this commitment. All appointments will be made subject to an enhanced CRB disclosure.

We promote diversity and want a workforce which reflects the population of Leeds.