IT SUPPORT SERVICES AND NETWORK MANAGER
Full time, 37 hours per week ('averaging' may apply). Salary in the range of £31,054 to £36,831 per annum, dependent upon experience and qualifications.

The Governors seek to appoint a suitably qualified person to manage and lead our IT Support Services and IT Network. You will be based within the IT Department, managing a small team and supporting cross-college IT services, ensuring the smooth-running of the IT Network for all users.

NOTRE DAME CATHOLIC SIXTH FORM COLLEGE

Notre Dame is a Catholic Sixth Form College located near to the universities and within walking distance of the city centre with good transport connections to the rail/bus stations. It is a very successful college of approximately 1900 full time 16-18 year olds. The College is rated as 'Outstanding' by Ofsted and is oversubscribed. The College has a high proportion of students from disadvantaged areas (the College is in the lowest quartile of providers nationally in terms of disadvantage).

Notre Dame offers Catholic students from Leeds and surrounding towns and districts an excellent opportunity to continue their education in an environment which lives by its mission to build a community based on faith and trust. Students are supported in their personal, academic and spiritual needs. Although the majority of the students are from Catholic backgrounds, the College welcomes students of other faiths and celebrates the diversity of the student population.

Although parts of the campus are 100 years old, there has been extensive new building work in recent years. A further five teaching blocks were opened during the last 12 years, including new science labs and the latest addition opened last year.

At present approximately 92% of students follow A Levels or Applied Level 3 courses. The remainder follow Level 2 courses.

Notre Dame has an extensive range of enhancement and enrichment activities, involving many team sports, drama, voluntary work, overseas visits (Spain, France, USA, Prague, China). There is a first class programme of student support and a very active Chaplaincy group.

Notre Dame's success rate makes it one of the best sixth form centres in the country. Student progression is excellent, with circa 80% progressing to University, a significant number achieving Russell Group and Oxbridge places, with an increasing number of students opting for apprenticeships.

Recruitment and Selection Policy Statement

Notre Dame Catholic Sixth Form College is committed to safeguarding and promoting the welfare of young people and we expect all staff and students to share this commitment. A full copy of our Recruitment and Selection Policy is available on request.

This policy must be read in conjunction with our Equality and Diversity policies and forms part of our commitment to our statutory duties.

JOB DESCRIPTION

POST TITLE: IT SUPPORT SERVICES AND NETWORK MANAGER

The current structure of the department includes two technicians and one IT apprentice. There are over 1000 computers on the College network, 100+ laptops and c. 50 virtual servers. The College network has a 10GB fibre-optic backbone.

It is vitally important for the efficient running of the College that the post holder maintains an excellent record of attendance and punctuality, is able to work as a member of a team, has flexibility and is able to work under their own initiative.

RESPONSIBLE TO: Director of Finance

RESPONSIBLE FOR: IT Support Services team of 3 people

THE ROLE/MAIN RESPONSIBILITIES

- To provide a high standard of technical support and management of the IT infrastructure operations of the College. Be the first point of contact for all IT Network issues for students and staff, enabling them to operate in a highly efficient manner
- To ensure the smooth running of the College's IT systems including installation and configuration
- To motivate and manage the Technical Support team in working to tight deadlines and turn-around times

MAIN DUTIES/KEY RESPONSIBILITIES

Network Administration

- In line with the College policy, develop and maintain all of the College's IT systems to ensure maximum availability and access and efficiency;
- To be aware of developments in IT, undertake research as requested and to make recommendations to the Senior Management Team (SMT) for the development and expansion of the College systems in line with the College development policy;
- Ensure the network is operational during agreed access hours and resolve failure problems in a timely manner;
- Manage the response to incidents logged by network users, in an appropriate and timely manner by having a detailed understanding of College processes and their impact on education and the business of the College;
- Oversee the configuration of new workstations, printers, telephones etc and install software in accordance with licences, as well as resolving hardware fault, including the repair of IT systems, down to modular level and occasionally component level ;
- Work in an advisory capacity to understand user satisfaction needs and act as initial contact for escalations and staff and student issues;
- Support and instruct users in the use of the network, internet and software.
- Out of hours working: As a result of the essential and critical nature of some of the Windows systems infrastructure, the post holder must be prepared to work "out of hours" (including weekends). This out of hours work will be for progressing planned work on critical systems (for which sufficient notice would be given to the post holder) and for reacting to emergency situations, which have caused, or are likely to cause, significant service outages.

Policy, Security and Monitoring

- Monitor the use of software across the network and remove unlicensed software.
- Maintain a list of authorised software and licences;

- Set up security parameters within the College policy and monitor access. Report inappropriate use to line manager for action;
- Maintain an asset register of all College ICT equipment and advise on renewals by preparing schedules;
- Monitor and enforce the College's Acceptable Use policy, liaising with the SMT as required;
- Monitor and administer the College's systems, in accordance with guidelines and reporting to the Finance Director, including CCTV, Access control systems, Printing and Copying and telephony.
- Maintain the College's security systems – Smoothwall UTM Firewall and Web Filter and Windows Defender Anti-Virus.
- Upgrading the Windows servers to the latest versions of operating systems when appropriate and installing appropriate operating system fixes or fixes to any associated systems products running on the servers
- Initial trouble-shooting of faults on the servers and undertaking any consequent liaison with suppliers and service engineers when appropriate
- Ensuring the backup of Windows servers to ensure adequate protection of data
- Performance monitoring, capacity planning and disaster recovery planning.
- Maintaining and developing the College's printing strategy to ensure value for money

Line Management

- Undertake Support Staff Appraisal/Performance Management as required. Set objectives regularly and review
- Supporting junior and apprentice IT technicians and working alongside the apprenticeship providers.

Other

- To participate in Quality Assurance procedures and the preparation of an annual Self-Assessment Report (SAR).
- To undertake training and development relevant to the post;
- The post holder may be required from time to time to undertake research and project work on behalf of the Senior Management Team;
- To undertake any other duties as directed by the Principal

The job description is an outline of the key tasks and responsibilities and is not intended as an exhaustive list. The job may change over time to reflect the changing needs of the College, as well as the personal development needs of the post holder.

COMPLETING YOUR APPLICATION FORM

To apply for a job, you must be eligible to work in the UK.

The application form plays a most important part in our selection process. **Please do not send us your standard CV (curriculum vitae).** It is vital that you fill in the form as fully and accurately as possible.

At the initial shortlisting stage we will pay particular attention to how well your experience and skills fit **the criteria of the Person Specification and *you should address each of these clearly in your application.***

The College is committed to Safeguarding and promotes the welfare of young people and expects all staff, students and volunteers to share this commitment.

In promoting equality we welcome applications from all sections of the community.

This post is subject to an enhanced Disclosure and Barring Service check under the Protection of Children and Young Persons procedures. If you are selected for interview you will be required to consent to the necessary enquiries being made.

Completed applications should be returned via the TES Portal.

Closing date: Monday, 16th October, 2017

It is intended that interviews will take place on Thursday, 19th October 2017.

Applicants who have not been contacted within four weeks of the closing date should assume that, on this occasion, their application has been unsuccessful.

Thank you for your enquiry and interest in this post.