



Holy Family Catholic Multi Academy Trust

Job Description

Job Title:	Network ICT Manager
Location	St John Plessington Catholic College
Responsible To:	SLT
Salary Grade:	PO2 £36,648 - £39,186 per annum
Contract:	36 hours per week 52 weeks per year (holidays outside of term time only)

Key Purpose of Job

The Network ICT Manager is a crucial role within St John Plessington Catholic College, a secondary school and sixth form setting.

The primary purpose of this position is to ensure the school's IT infrastructure, systems, and resources are effectively managed, maintained, and continuously improved to support the teaching, learning, and administrative needs of the school community. The Network ICT Manager will play a pivotal role in aligning the school's technological capabilities with its vision and values, fostering a digital-first environment that empowers pupils, staff, and the wider school community. Working closely with the HFCMAT IT Support provider to implement the MAT wide IT Strategy.

The Network ICT Manager will also be responsible for the line management of a IT Support Engineer.

Key Responsibilities of the Post

IT Network Management

- Manage and maintain the school's IT network, including servers, switches, routers, and other network devices, ensuring optimal performance and reliability.
- Implement and oversee network security measures, including firewalls, filtering & monitoring, access controls, and data backup/recovery systems, to protect the school's digital assets.
- Liaise with external IT service providers and contractors to coordinate the delivery of network-related services and projects.
- Monitor and analyse network performance, identify potential issues, and implement proactive measures to address them.
- Manage and maintain the school's software and hardware inventory, including the procurement, deployment, and disposal of IT equipment.
- Management of the school email and online teaching platform (Google / Google Classroom).
- Experience of budget management is desirable.
- Developing robust policies and DR documentation for our IT systems.
- Development of key checklists and systems to ensure compliance at all times.

IT Support and Service Delivery

- Provide technical support and troubleshooting assistance to pupils, teachers, and staff, ensuring efficient and effective resolution of IT-related issues.



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- Develop and maintain comprehensive IT support documentation, including user guides and training materials, to empower the school community to utilise technology effectively.
- Collaborate with the school's leadership team to identify and implement innovative technological solutions that enhance teaching, learning, and administrative processes.
- Coordinate and oversee the deployment of new software, hardware, and digital platforms, ensuring a smooth transition and providing necessary training and support.
- Manage the school's IT helpdesk, ensuring timely and appropriate responses to user requests and queries.
- Support school events e.g open evenings.

Project Management and Continuous Improvement

- Develop and implement IT-related project plans, including the installation, configuration, and integration of new systems and technologies.
- Continuously review and optimise the school's IT infrastructure, identifying areas for improvement and implementing necessary upgrades or replacements.
- Collaborate with the school's leadership team to align the IT strategy with the school's overall vision, values, and objectives.
- Provide regular reports and updates on the performance, utilisation, and future needs of the school's IT systems and resources.
- Contribute to the school's digital strategy and participate in the development of long-term technology plans.

Compliance and Governance

- Ensure the school's IT systems and practises comply with relevant data protection regulations, such as the General Data Protection Regulation (GDPR), and other applicable laws and policies.
- Develop and maintain comprehensive IT-related policies and procedures, ensuring they are effectively communicated and implemented across the school.
- Contribute to the school's risk management processes, identifying and mitigating IT-related risks and threats.
- Participate in the school's emergency and disaster recovery planning, ensuring the IT infrastructure and systems are resilient and can be quickly restored in the event of a disruption.

Professional Development

The Network ICT Manager will be encouraged and supported to engage in ongoing professional development opportunities to enhance their skills and knowledge. This may include:

- Attending industry-relevant conferences, workshops, and training sessions.
- Pursuing relevant professional certifications and qualifications.
- Participating in peer-to-peer learning and knowledge-sharing activities within the school's IT community.
- Collaborating with other schools and education technology professionals to stay informed of industry trends and best practices.
- Accessing the school's internal professional development programmes and resources.

The school is committed to providing the necessary resources and support to enable the Network ICT Manager to continuously improve their expertise and contribute to the school's digital transformation efforts.



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Safeguarding

The Network ICT Manager plays a crucial role in ensuring the safety and well-being of the school's pupils, staff, and wider community. This includes:

- Implementing and maintaining robust IT security measures to protect the school's digital assets and prevent unauthorised access or data breaches.
- Monitoring the school's IT systems for any suspicious activity or potential safeguarding concerns, and reporting them to the designated safeguarding lead (DSL) in a timely manner.
- Collaborating with the DSL and other relevant personnel to develop and implement IT-related safeguarding policies and procedures.
- Providing training and guidance to staff on the appropriate use of technology and digital platforms, with a focus on online safety and responsible digital citizenship.
- Ensuring that the school's IT infrastructure and resources are used in a manner that aligns with the school's commitment to safeguarding and promoting the welfare of all pupils.

The Network ICT Manager will be expected to work closely with the school's safeguarding team and to maintain a strong understanding of relevant safeguarding legislation and best practices.

Line Management

- Responsible for the line management of the IT Support Engineer.
- Providing relevant training and coaching to the IT Support Engineer.
- To comply with all Policies and Procedures relating to the line management of the IT Support Engineer.

The duties above are neither exclusive nor exhaustive and the post holder may be required by the Headteacher to carry out appropriate duties within the context of the job, skills and grade.

Supervision / Line Management Responsibilities of the post

- IT Support Engineer

Working Environment & Conditions of the post

Normal office environment

Other Duties

- a) To undertake additional duties as required, commensurate with the level of the job
- b) To contribute to the effective working of the HFCMAT
- c) Maintain positive, professional relationships with students, parents/carers and teachers
- d) To participate in induction training, staff review processes and professional development opportunities
- e) All staff must commit to Equal Opportunities and Anti-Discriminatory Practice
- f) The Trust operates a Smoke-Free Policy and the post-holder is prohibited from smoking in any of the Trust buildings, enclosed spaces within the curtilage of buildings and school vehicles
- g) The post-holder will be expected to have an agreed working pattern to ensure that all relevant functions are fulfilled



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- h) The post-holder is expected to familiarise themselves with, and adhere to, all relevant Trust Policies and Procedures
- i) The post-holder must comply with the Trust/School's Health and Safety requirements specifically for the school they are based
- j) The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed
- k) Carry out routine and complex administration tasks commensurate with the role.
- l) Provide relevant advice and guidance to staff, pupils and parents where necessary.
- m) Provide in-house training as appropriate to staff.
- n) Maintain an ongoing awareness of relevant developments in IT and the Education sector.
- o) Participate in induction training, staff review processes and CPD opportunities.

As this post meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, all applicants who are offered employment will be subject to an Enhanced Disclosure and Barring Service Check (DBS) before the appointment is confirmed. This will include details of ALL cautions, reprimands or final warnings as well as convictions, whether "spent" or "unspent". Criminal convictions will only be taken into account when they are relevant to the post.

The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment and individually take responsibility for doing so.



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Person Specification

Area	Job requirements	Essential/Desirable	Evidence
A. Qualifications and Professional Development	GCSE English and Maths (grade C or above) or equivalent	E	A, C
	Willingness to identify and take part in relevant self-development opportunities	E	A, C, I
	Relevant qualifications - Degree / Higher level qualification in Computing/IT related subject.	E	A, C
	Relevant CompTIA+ or Microsoft certifications.	D	A,C
B. Experience	Related experience of work within a school setting and managing / supporting IT systems.	D	A, I, R
	Extensive experience in managing and maintaining complex IT networks and infrastructure in an educational or similar environment.	E	A, I, R
	Experience of working in an environment where due regard for confidentiality and discretion is paramount	E	A, I, R
	Working with professionals from other agencies and in multi-agency context	E	A, I, R
	Knowledge and experience of (Google / Google Classroom/ G-Suite).	D	A, I, R



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C. Knowledge/ Skills	Strong technical skills and knowledge of networking technologies, including servers, switches, routers, and security systems.	E	A, I
	Proficient in the installation, configuration, and troubleshooting of a wide range of software applications and digital platforms.	E	A, I
	Understanding of Safeguarding, Keeping Children Safe in Education and the Data Protection Act	D	A, I
	A good team player with good interpersonal skills and the ability to work effectively as part of a growing organisation	E	A, I
	The ability to respond effectively and build good relationships with pupils and parents	E	A, I
	Excellent problem-solving and analytical skills, with the ability to quickly identify and resolve IT-related issues.	E	A, I
	Project management skills, including the ability to plan, coordinate, and deliver IT-related projects and initiatives.	E	A, I
	Understanding of data protection regulations and the ability to ensure IT systems and practises comply with relevant policies and guidelines.	E	A, I
	Good level of written and verbal skills	E	A, I
	Ability to exercise discretion and maintain confidentiality	E	A, I
	Good organisational skills with the ability to multitask	E	A, I
	Good IT skills in particular Excel, Word and email	E	A, I
	Effective communication and interpersonal skills, with the ability to liaise with stakeholders at all levels, including technical and non-technical staff.	E	A, I
	Ability to listen effectively	E	A, I



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	Ability to maintain accurate and up to date records	E	A, I
	Ability to meet tight deadlines and plan and manage own time effectively	E	A, I
	Demonstrate an ability to cope with stressful / conflict situations	E	A, I
D. Other Conditions	Satisfactory pre-employment checks including DBS	E	C
	An effective communicator both verbally and in writing.	E	I, R
	Personable, able to understand and empathise with non-technical users.	E	I, R
	Proactive and enthusiastic in solving problems.	E	I, R
	Open to working flexibly as circumstances require.		
	Commitment to continuous learning and professional development to stay up-to-date with emerging technologies and best practices.	E	I
		E	A, I
	Alignment with the school's vision, values, and commitment to providing a high-quality education for all pupils.	E	A, I

Key to Evidence:

A – Application Form & Letter

C - Certificates

I – Interview

R - Reference