

NETWORK AND INFRASTRUCTURE MANAGER INFORMATION FOR CANDIDATES



TWYFORD SCHOOL

Available As Soon As Possible



Application Closing Date
12 noon, Monday 28th April
Interviews
Wednesday 7th & Thursday 8th May

Welcome



A very warm welcome to Twyford and I am delighted that you are considering an application to join our exceptional community as our Network and Infrastructure Manager.

Twyford is one of the oldest (possibly the oldest) and most prestigious prep schools in the country, educating well over 400 children on roll. It is a dynamic and exciting place to work with a highly committed and talented staff body. We wholeheartedly believe in fostering a profound love for learning, nurturing lifelong passions in academics, arts, sports, health, and culture, while equipping our pupils to embrace the challenges that lie ahead in their academic journey.

If the prospect of this role excites you and you believe you possess the necessary skills, experience, and attributes, we wholeheartedly welcome your application and I wish you every success in the upcoming interview process.

Andrew Harvey Headmaster

About Twyford

Through a narrow gap behind a high wall in the village, you encounter a vast horizon of rural beauty and a fabulous 18th century Queen Anne building. This is Twyford School, a co-educational day and flexi boarding prep school set in 30 acres of Hampshire countryside in the beautiful South Downs, three miles from the historic city of Winchester.

Twyford moved to its present site in 1809 after many years elsewhere in the village. We are proud of our heritage and the beautiful history and architecture around the School. The worn stone steps in the corridor to Upper School are a wonderful reminder of the hundreds of years of education provided at Twyford. We embrace Christian values and teach children from the earliest ages to be gracious, considerate and respectful of others.

At Twyford a child that becomes adept at 'kindness' is celebrated as much as the academic, artist, budding actor, athlete or the musician. With so much on offer for all ages from 2 to 13, every girl and boy quickly finds something that they are good at and enjoy.

We are also proud of having some of the most modern facilities and forward thinking approaches to education. Classrooms are modern, bright and well-equipped with the latest technology. Our impressive facilities include music rooms, performance spaces, sports hall, swimming pool, science labs, DT labs, cookery school, 83 bed boarding facilities and much more besides, and our sports and outdoor facilities are simply outstanding.

Every teacher at Twyford shares a deep passion for the education and happiness of our children. Understanding that mental and physical development happen at different stages for different children is at the heart of a Twyford education. We shape and nurture each individual learning journey so children never feel overwhelmed, but maintain their confidence and enthusiasm for creative learning throughout their time here. Our outstanding teaching team draws on this belief to bring out the best in our children, inspiring a self-belief that serves them so well for life.

Our role here at Twyford is to give each child the most complete education – academic, cultural, emotional, physical – so that they, each and every one, can have the best start at living their best life, for themselves and for others. It is as simple as that.



The Role

This is a dynamic and rewarding opportunity for a forward-thinking and enthusiastic individual to play a central role in shaping the future of ICT provision at our School. As part of a small, dedicated team, you will contribute significantly to enhancing the digital learning environment for pupils from two to thirteen years old, ensuring they benefit from an innovative, secure and well-supported technology infrastructure.

Core responsibilities will include the day-to-day management, maintenance and development of the school's IT network, servers, and desktop systems. You will ensure that our systems are robust, reliable, and secure, enabling both staff and pupils to work efficiently and effectively. Beyond the essential operational aspects, this role offers exciting opportunities to be involved in a broad range of technology projects, including assisting with the strategic development and rollout of new digital platforms, cloud services and the integration of AI tools to support teaching, learning, and administration.

Collaboration is at the heart of this role. You will work closely with teaching and support staff to provide practical ICT solutions that meet educational and operational needs. You will also contribute to longer-term planning and innovation, helping to future-proof our digital strategy and embed technology that inspires and empowers our school community.

This is an ideal role for someone who enjoys problem-solving, thrives on variety and is excited by the prospect of making a lasting impact on the way technology supports modern education.

The IT Team is a member of the Operations team, which is made up of all the teams that support Teaching. It is led by the Bursar and includes Estates, Finance, HR, Marketing and the Registrar.

We will consider applicants with all levels of experience and will offer opportunities for development. The successful candidate will have a solid foundation in Network Support / IT Infrastructures.



What we offer:

- Twyford School has its own competitive salary scale and pension options.
- 28 days holiday per annum, plus bank and public holidays.
- Access to extensive professional development opportunities.
- Free Death In Service & Critical Illness benefit.
- Staff fee remission (following successful completion of the probationary period and subject to the School's usual admission criteria being met).
- Freshly cooked lunch, snacks and tea and coffee during term-time.
- Staff swimming sessions in our indoor swimming pool.
- Cycle to work scheme.
- Employee Assistant Programme.
- Free parking.

Job Description

Reports to:

Bursar via the Head of IT Services

Key Responsibilities

School Switch Network Maintenance

- Ensure all Unifi switch equipment across the School is functioning optimally. Diagnose and resolve faults and replace units as necessary, ensuring all configurations are correctly programmed. Maintain appropriate network settings and documentation.

Virtualised Environment Management

- Monitor and maintain all Hyper-V hosts for optimal performance. Diagnose and resolve issues promptly. Apply required and recommended updates at suitable times to minimise downtime for staff and pupils. Create virtual machines as required to meet School needs.

Server Network Maintenance

- Ensure all servers are performing as expected, using proactive monitoring and best practices. Diagnose and resolve faults, maintain and update systems, install or configure server-side applications and essential cyber practices as needed. Maintain Single Sign-On systems to optimise user experience.

Client Device Management

- Install, manage and maintain client machines via the School's Intune environment. Ensure software installation and updates are carried out in line with best

practices across all workstations.

Reporting

- In collaboration with the Head of IT Services and other departments, take ownership of creating and maintaining reporting templates using Power BI, Sage, iSAMS, Excel, and other relevant platforms.

Secondary Responsibilities

Group Policy Management

- Assist in managing and updating Group Policies across all domain-joined machines.

Mobile Device Management

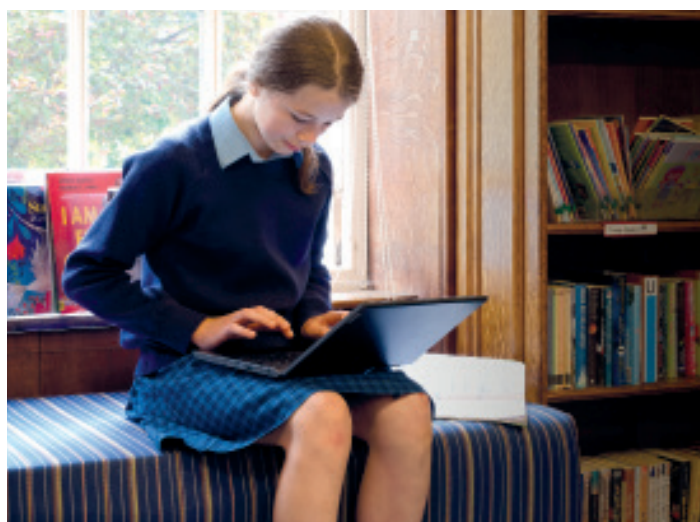
- Work with the Head of IT Services to support the deployment and management of the School's Chromebooks and iPads. Ensure systems are configured to best support device usage across the School.

Network Cabling and Hardware Installation

- With other members of the IT team help to Install and replace network sockets, CAT5e/6 modules and re-run or terminate network cabling in accordance with industry standards.

Internet & Communications Maintenance

- Ensure the reliable operation of all internal and external communication lines. Liaise with service providers to resolve faults promptly. Ensure IT systems and inter-site links are correctly configured and optimised.



This job description is intended to provide guidance on the range of duties associated with the post. It is not intended to provide a full and exclusive definition of the post. It may be subject to modification and amendment from time to time and it will be reviewed annually by the Headmaster.

January 2025

Job Description

Technology Innovation

- Work closely with the Head of IT Services to research, develop and promote new technologies throughout the School, including the implementation of cloud-based solutions.

Project Support

- Assist with the planning and deployment of IT-related projects.

Deputising for the Head of IT Services

Occasional Out-of-Hours Support

- Be available to respond to critical issues outside regular hours, including system failures and cyber incidents.

Day-to-Day Team Support

Helpdesk Support

- Respond to helpdesk tickets, resolving or escalating issues as necessary.

Fault Diagnosis

- Liaise with staff to identify and troubleshoot system and network faults quickly and efficiently.

Backup and Data Recovery

- Ensure backups run as scheduled. Maintain up-to-date knowledge of the backup systems and perform data restorations when required.

Firewall Monitoring

- Monitor firewall systems and maintain filtering rules as required.

Telephony Support

- Provide first-line support for the School's phone systems and escalate issues where appropriate.

All staff are expected:

- To follow and promote the School's code of conduct, safeguarding policy, Health and Safety and other school policies and procedures.
- To ensure the wellbeing of all pupils is their highest priority.
- To contribute to the day-to-day running of the School, having due regard for the Health and Safety of self and others.
- To take an active role in ensuring the realisation of the School Development Plan.
- To treat each pupil and each other as individuals with courtesy and respect.
- To take part in relevant training programmes identified by the School.
- To work in a co-operative, diplomatic and flexible manner.
- To carry out any other reasonable duties as requested by the Head of IT Services, Bursar or Headmaster.



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Person Specification

Education, Training and Qualifications:

- Educated to Level 3 or equivalent (e.g. A-levels, BTEC National Certificate) in an IT-related discipline
- Relevant Microsoft practical experience

Desirable:

- Degree in Computer Science, Information Systems or a related field
- Microsoft Certified: Azure Administrator Associate or equivalent cloud-based certification
- CompTIA Network+ or Security+ certification
- Certified training in Hyper-V virtualisation or related technologies
- ITIL Foundation certification

Knowledge and Experience

Desirable:

- Experience working within a school or education setting
- Familiarity with education-specific platforms (e.g. iSAMS, SIMS)
- Experience supporting Chromebooks, iPads, and mobile device management platforms
- Knowledge of structured cabling installation and network socket configuration
- Familiarity with telephone systems (e.g. VoIP)

Essential Personal Attributes:

- Excellent communication skills
- Excellent interpersonal skills
- Ability to prioritise time effectively and to plan ahead

- Commitment, enthusiasm, integrity and reliability
 - A willingness to take on responsibilities within the department if the opportunity arises
 - Flexibility and a willingness to learn
 - Ability to work collaboratively as a member within teams
 - A caring, kind and approachable attitude
- Stamina, emotional intelligence and resilience

Additional Information

The roll is full-time, Monday to Friday, 37.5 hours per week.



The Application Process

We hope, having read the recruitment brochure and researched our School, that you will now be ready to apply. Application forms can be found on our website: twyfordschool.com/school-information/vacancies/

Closing Date and Interviews:
12 noon, Monday 28th April
Wednesday 7th & 8th May

Applications will be reviewed when they are received and interviews may take place at that time, therefore this vacancy may close prior to the stated date and early submission of applications is recommended.

Applications should be sent to:
recruitment@twyfordschool.com and applicants should provide:

- A fully completed application form.
- A one-sided letter of application addressed to Mr Andrew Harvey, Headmaster.

Applications should include the names and contact details of two people who we may contact for references. References will be taken up from all shortlisted candidates before interview.

Applicants must be willing to undergo pre-employment safer recruitment checks in accordance with the Department for Education's Guidance on Keeping Children Safe in Education.

Twyford School is committed to safeguarding and promoting the welfare of children and young people and expects all staff, contractors, Governors and volunteers to share this commitment. The School has a responsibility to ensure that all employees are eligible to live and work in the UK and will undertake a social media search on short-listed candidates.

If you have any questions regarding the role or your application, please contact Mrs Vanessa Chapman, HR Manager. Telephone: 01962 712269.



Endnotes