



**EAST BARNET SCHOOL**  
**Job Description**

Post: **Deputy Network Manager**  
Accountable to: **Head of ICT Services & Network Manager**  
Grade: **SO1**

The Role: To provide excellent ICT support to the whole school, troubleshooting and resolving ICT issues/problems and undertaking specific maintenance/upgrade tasks on the school's ICT network, equipment, infrastructure. Deputise for the Network Manager during periods of absence ensuring the continued operation of the school's IT Systems and Network. To be a key technical resource within the school, able to handle workstation problems and, increasingly, server and network infrastructure problems.

**Job Specification:**

**Main Duties and Responsibilities**

- Provide excellent proactive first line ICT support to students and staff of the school, logging calls reported via the school's IT helpdesk, resolving issues/problems where possible and escalating other calls to the appropriate level.
- Perform regular room and equipment checks ensuring the maximum availability of ICT equipment/resources across the school. Where equipment is not working ensure that this is removed and deploy replacement equipment where possible. Deploy and maintain IT requirements for exams and online testing.
- Maintain and update the school's ICT asset list/inventory ensuring that new equipment is recorded including location and staff allocation. Recording old equipment that has been disposed of/written off. Annually complete an audit of the ICT Asset list/register to ensure accuracy.
- Manage the school's print/photocopy solution ensuring that all machines are working, carrying out basic maintenance where possible and logging more complex maintenance issues direct with the supplier. Ensure that the machines are replenished of toner and paper. Administer the school's printing credit software including creation of new user accounts and increasing printer credits.
- Create new user accounts for students and staff ensuring that they are able to log on to the school's network and have access to the required applications. Carry out changes to passwords as and when required.
- Install new ICT equipment and software under the direction of the school's Network Manager, ensuring that the equipment and software is tested and working before deployment. Support the school's Network Manager with the delivery of large ICT projects.

- As and when required set up ICT/AV equipment for specific events including but not limited to: assemblies, open evenings, school shows, parents' evenings, etc. Where requested, carry out photography/filming of events and edit for use on the school's website, etc.
- Complete regular backups of the school IT systems ensuring that should the systems fail, they can be restored with accurate data and minimal disruption to the normal operations of the school.
- Proactively maintain the school servers, including: policies, name spaces, active directory and completing updates as required. Install and configure new servers as and when required and complete server replication when needed. Develop and test network security.
- Deputise for the Network Manager during periods of absence and annual leave, ensuring that the operation of the school's IT systems and network is maintained at all times.

### **General Duties**

- Undertake such other duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job.
- Undertake health and safety duties commensurate with the post and/or as detailed in the school health and safety policy.
- To be familiar with customer care and data protection policies and raise awareness amongst staff and students.
- To improve own practices through training, observation, discussion with colleagues and performance management.
- To keep informed of current hardware and software developments and provide advice on new and emerging products.
- Work in accordance with all school policies and procedures.

### **Safeguarding**

- Maintain web filters and other systems as required to protect students from harmful material or applications.
- Ensure that any suspected safeguarding matter is handled according to school policy.
- Use all available monitoring tools available within EBS to proactively protect students.

### **Hardware**

- Install new hardware upon delivery in a location and configuration agreed with the SLT or the appropriate faculty.
- Perform steps necessary to keep the hardware in good, safe working condition.
- Upgrade hardware (e.g. add memory) to meet changing school needs after consultation with management.
- Proactively monitoring network switches and other hardware to resolve any issues minimising downtime to end users.
- Working with multiple vendors sourcing best pricing for hardware and tender process for larger purchases.

### **Fault Fixing**

- Provide procedures allowing end-users to report IT faults.
- Provide fixes or workarounds in a timely manner commensurate with the importance and urgency of the fault.
- Keep the end-user, and others if appropriate, informed of the progress of faults.

- Escalate faults to external support providers where appropriate, and chase progress of those faults.
- Analyse the root cause of major system failures and devise steps to reduce the risk of them reoccurring.
- Maintain statistics about faults, allowing effort to be tracked, trends to be spotted and recurring problems to be addressed.

#### **Software**

- Install software on school hardware in accordance with the needs of the curriculum.
- Maintain updates and patches.

#### **User Help and Advice**

- Provide day-to-day help and advice to end-users to enable them to use the hardware and software provided to them safely and effectively.
- Provide how-to guides and, if required, INSET sessions or other informal or formal training on aspects of the use of school systems.
- Work alongside departments/faculties to help manage best practice with technologies and work to improve end-user experience
- Work on strategies embracing IT with management/Heads of Faculty to improve productivity and workflow.

#### **Security**

- Ensure that security updates are applied to software items in a timely but controlled manner.
- Ensure that school resources are protected by antivirus and firewall technologies.
- Ensure that users' data and other important information is regularly and securely backed up.
- Ensure that sensitive information, e.g. financial, strategic, payroll, personnel, AEN, health data can be accessed only by authorised staff.

#### **Capacity Planning**

- Monitor the use of computer resources and detect when capacity is likely to be exceeded. Consider what steps can be taken to maintain the effectiveness of the systems.

#### **Line Management**

- Act as line manager to the IT technician, carrying out performance development and other tasks as required.
- Delegate tasks from this description to members of the department with appropriate regard for their skills, grade and aspirations.

#### **Other duties and responsibilities**

- Communicate and liaise with key stakeholders as appropriate.
- Comply with all policies and procedures in relation to child protection, behaviour, health, safety and security, confidentiality, and data protection, reporting all concerns to an appropriate person.
- Undertake training and development relevant to the post and in line with the School's priorities.

- Demonstrate consistently high expectations of all students and a commitment to raising their achievement and social and emotional wellbeing. Promote the positive values, attitudes and behaviour expected from all students by treating them with respect and consideration.
- Develop strong and positive relationships with students and staff.
- Establish and maintain effective working relationships with colleagues.
- Attend the annual Open Evening providing appropriate support and information as required.
- Carry out any other reasonable duties within the scope of this post, as and when requested by the Headteacher or any other member of the Senior Leadership Team.
- Attend INSET training sessions as directed by the School Business Leader.

## **Person Specification**

### **Qualification Criteria**

- Right to work in the UK.
- Relevant certifications, such as those from CompTIA or Microsoft (desirable).

### **Knowledge and Experience**

*Experience of as many of the following, or similar, technologies are possible:*

- Windows 10 / Windows 11
- Windows Server 2019, 2022 and 2025, including Hyper-V and Failover Clustering
- Active Directory | Group Policy
- Microsoft Intune
- Microsoft 365 Defender/Sophos Central
- Microsoft Office 365 and Azure
- Apple MacOS
- Jamf/Meraki MDM
- Linux (Redhat & Ubuntu)
- DNS
- DHCP
- IPv6
- WiFi 6E
- Microsoft SharePoint
- Microsoft SQL Server
- Microsoft Data Protection Manager/Veeam Backup solutions
- Network switching and routing
- Adobe Creative Suite
- Apple Logic Pro X
- PaperCut

### **Skills and Abilities**

- Previous experience of managing an organisation's network infrastructure.
- Knowledge of cyber security principles and best practices.
- Sound judgement and logical and methodical problem-solving skills.
- The ability to work confidently in a frequently unsupervised environment.
- Committed to teamwork and working collaboratively with colleagues.
- The ability to develop positive relationships with colleagues and students.
- Ability to stay positive and calm while working under pressure.
- Ability to prioritise tasks based on user need and urgency.
- A high level of organisation and administrative efficiency.
- Clear and confident communicator.
- Commitment to developing new skills.

**Other**

- Commitment to equality of opportunity and the safeguarding and welfare of all students.
- Willingness to undertake training.
- This post is subject to an enhanced Disclosure and Barring Service check.