Post: Academy ICT Network Manager

Reports toFinance & Business Director

Location: Academy based, Academy contract

Salary: Grade 7 £29,636 to £32,878

Status: Full Time permanent, all year round

Hours: 37 hours a week, flexible to meet the needs of the business. Work out of academy hours may be required.

Responsible for:

The provision of ICT technical support and services within the Academy. To support the use of ICT through maintenance of software, hardware and related equipment, and providing support to staff and pupils to ensure administration and learning outcomes are maximised. Provide training and coaching for staff to upskill and enable access to systems to maximise student learning and improve deliver whilst reducing workload for staff.

In conjunction with the Cloud Services and Support Manager, plan and implement the school’s ICT strategy and service provision, including managing many aspects of ICT technical support. Focus on availability of technology of systems, security and connectivity issues (local academy active and passive networking).

Main duties and responsibilities

Key Duties / Responsibilities

* Install and maintain computer hardware, clients, laptops, audio/visual equipment and peripherals.
* Manage the inventory of ICT equipment and ensure it is up to date, ensure starters are equipped and leavers return academy property.
* Maintain equipment onsite to a high standard.
* To manage the expansion of the academy network infrastructure including switches, cabling and wireless network equipment.
* Routine administration including, data backups, Active Directory maintenance.
* Software installation, maintenance and upgrading in line with the academy development policy.
* Maintain up to date workstation images and deploying them where necessary.
* Administration and development of Internet, Intranet, Extranet and E-mail systems, including Learning Platforms and the academy website.
* To keep abreast of technological developments and encourage the use of ICT at all levels.
* To support staff and students with the use of ICT.
* To support staff and students with the set-up and preparation of ICT equipment around the academy.
* Manage the checking and re-fitting of toner and cartridges and the carrying out of periodic printer maintenance within the academy such as head cleaning and alignment.
* Manage stock including ordering, returns, liaising/negotiating with suppliers.
* Manage staff and student accounts and, where necessary, add new members of the academy community and organise the archiving of user materials from school leavers before removal of their user accounts.
* To manage the ICT Helpdesk, to ensure all tickets are resolved effectively and within an adequate time frame.
* To be aware of the academy’s Health and Safety Policy and to assist in carrying out
* the responsibilities detailed therein.
* Maintain stocks of spare parts and consumable items, including projector bulbs.
* Support the regional and central ICT Staff maintain and update Web site and other forms of web based media communication.
* Support and manage the database infrastructure for onsite servers and system that are not cloud based. I.e. door access control, wifi, SIMS, Hoge or similar.
* Support the regional and central ICT Staff in the operation of cloud services for system that are either being moved to the cloud or are already cloud based.

Training and development

* Provide individual and group training as required to all staff and students.
* Carryout staff inductions and keep records of staff training and compliance.
* Maintain appropriate levels of training in the role, keeping up to date with new initiatives and developments in ICT.
* Attend events and training as required.

Data Protection

* Adhere to the Trusts data protection polices and processes.
* Support the Trusts Data Protection Officer (DPO), carry out data protection impact assessments (DPIA) on new and developing areas that require data processing & recording.
* Support the Trusts Data Protection Officer (DPO) by providing information to ensure that the Trusts eco system which tracks, and records types of data stored and where is kept is accurately maintained.
* Support the DPO to ensure that where required; evidence of compliance is recorded as required in the Trust data protection polices and processes.
* To ensure the academy’s local ICT infrastructure, data storage and usage are GDPR compliant.
* Report any data breach of the academy’s ICT acceptable use policy to the Data Protection Lead.

General responsibilities

* To adhere at all times to the Trust’s policies and procedures.
* Maintain confidentiality of information acquired in the course of undertaking duties.
* Ensure that work is completed in compliance with relevant legislation and procedures relating to this role.
* Ensure GDPR principles are embedded in normal working practices.
* Post holders may be required to work flexibly in order to meet the business needs. All staff are required to partake in performance management and training activities.
* Be aware of safeguarding and promoting the welfare of children and to report any concerns in accordance with the school’s safeguarding policy.
* The above list is not exclusive or exhaustive, and the school may require the post holder to undertake duties commensurate with the level of the role. As part of your wider duties and responsibilities, you are required to promote and actively support the Academy’s responsibilities towards safeguarding.
* The Trust expect that employees deal with people politely and tactfully, communicating with colleagues both formally and informally, modelling the Academy’s Code of Conduct and the equality policy objectives.

DBS

* An enhanced disclosure and barring check will be a requirement of the post.