# Greenford High School White Background.jpg GREENFORD HIGH SCHOOL

Network Manager

Grade 8/9 £31,689 to £34,935 Full time - 35 Hours a week as directed, Full Time

Holidays 24 days, increasing to 27 days over 5 years service and 30 days over 10 years service, plus 3 Ealing days and 8 paid bank holidays.

**Job Description**

**Purpose of the post:**

To manage the school’s management information system and to ensure the provision of IT and technical support staff within the School

**Accountable to:** School Business Manager

**Job Responsibilities:**

1. Manage, maintain and update the School's Management Information System (SIMS), hardware and software and associated contracts (and associated documentation), ensuring it is operational during access 24/7 and respond to and resolve ICT incidents.
2. Maintain, set up and test all ICT equipment, including peripherals. Undertake regular server maintenance/housekeeping including virus checking and daily backups.
3. Line manage the ICT technical staff and ensure they continue to develop their technical skills through training and your one-to-one support
4. Be responsible for ensuring technical support is provided to all ICT users within the school and provide advice and support to staff and students on use of hardware and software.
5. Regularly communicate with school staff to keep them updated and informed.
6. Ensure spares are maintained to guarantee service availability.
7. Maintain an Inventory record of ICT equipment, and advise on replacement strategy.
8. Ensure the network operating systems, components and attached devices are kept up to date with latest, tested patches and oversee the maintenance of the same where required.
9. Project-manage and implement additions & changes to the ICT provision in line with requests made by the school.
10. Ensure the backup procedures and disaster recovery plan are accurate and up-to-date, and appropriate documentation is in place for existing IT procedures and contracts.
11. Maintain accurate helpdesk, incident records, ensure the most efficient resolution of issues and produce reports as required.
12. To keep abreast technological developments in network management in order to plan, manage, and support a network development strategy and advise the Senior Leadership Team on the future ICT needs of the school.
13. Oversee the service/maintenance contracts for all systems and related equipment.
14. Be fully aware of and understand the duties and responsibilities arising from the Children Act 2004 and Working together 2018 in relation to the current Keeping Children Safe in Education.
15. Be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to your work role.
16. Ensure that your line manager is made aware and kept fully informed of any concerns which you may have in relation to safeguarding and/or child protection.
17. To act at all times in accordance with the school's Safeguarding policy. Ensuring the safeguarding of students at the school, recognising one’s own role in liaison with the designated safeguarding team.
18. Be responsible for compliance with Health and Safety legislation, to ensure safe working practice in accordance with school safety arrangements, policies and codes.
19. Carry out all duties in accordance with the school’s equality duty with respect to the staff and public, actively promoting equality and seeking to prevent and overcome disadvantage and discrimination.
20. Have due regard to the need for confidentiality relating to sensitive items and personal data ensuring compliance with GDPR and freedom of information legislation, both at school and whilst working remotely including how information is stored on home computers, laptops, all portable memory devices and hard copy documents.
21. Ensure secure networks are used to communicate personal/confidential information.
22. Adhere to all other school policies that are relevant to this post.

1. To take part in the training programmes provided by the school and agree to the process of professional reviews.
2. To undertake any other particular duties which may be reasonably assigned to you by the Headteacher from time to time.

**Person Specification**

**The person appointed will be expected to have:**

* An understanding and support for the ethos of the School.
* An enthusiasm for working with 11 – 18 year olds.
* An awareness of the need for personal development, both as a member of a team and as an individual.
* A commitment to the school’s Health & Safety, Safeguarding and Equality and Diversity policies.

**Education and Experience**

* A related qualification/s relevant to software and/or hardware

**Interpersonal Skills:**

* You should have exceptional communication and strategic skills and used to working to KPI's
* Passionate about delivering exceptional customer support.
* Able to work alone and as part of a team, able to work with a combination of technical staff, teachers and IT / computing staff.
* Able to build relationships with a variety of customers, including students.
* Sound planning, organisational and prioritising skills
* A logical and tenacious approach to problem solving
* Previous support experience in a school environment an advantage

**Technical Skill-set and qualifications:**

**Servers:**

* VMware – monitoring performance, maintenance, creating and changing configuration of virtual servers
* Zenworks – software
* ENGL – Windows imaging
* Exchange 2010 – email cluster
* PaperCut – print server
* Cashless system

**Network:**

* HP and Sisco switches – patching, VLANs
* UPS’s
* SAN and QNAP storage – monitoring storage use, troubleshooting, drive replacement
* Wireless and CCTV (managed by Atomwide) – monitoring and reporting of faults
* Mitel – VoIP phone system
* Windows desktops and laptops

**Security:**

* Veeam – backup management
* Forefront TMG 2010 firewall
* Salto – door access control

**Software and services:**

* Google Gsuite – user sync, user restrictions, allowed apps
* SIMS – troubleshooting, patching, backups
* Microsoft Office
* Parago – asset management
* Experience in working with change management processes and the ability to oversee Windows upgrades and IT refurbishment and other upgrade projects