

# JOB DESCRIPTION

## ICT Network Engineer



HARROW  
SCHOOL

DEPARTMENT	ICT
REPORTS TO	Director of ICT
RESPONSIBLE FOR	N/A
WORKING PATTERN	40 hours per week (full details to be discussed)
ISSUE/REVISION DATE	July 2024

## BACKGROUND

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Harrow School is one of the world's most famous schools. Founded in 1572 by a local yeoman farmer, John Lyon, under a Royal Charter granted by Queen Elizabeth I, it is located on a 324-acre estate encompassing much of Harrow on the Hill in north-west London. Around 840 boys aged 13 to 18, who come from all over Britain and across the world, live in the School's 12 boarding houses, and there are about 120 academic staff and over 500 support staff.

All members of staff work to a single, unifying purpose: to prepare boys with diverse backgrounds and abilities for a life of learning, leadership, service and personal fulfilment.

The ICT network covers the whole School site: every boy has a computer, every teacher and some of the support staff have networked computers in their School accommodation (over a two-square-mile radius), and many support staff have a networked computer in their area of work.

The ICT department (a team of ten) is responsible for the development and maintenance of Harrow School's computing, network, audio-visual and telephone facilities. There are over 1,500 PCs and mobile computers, spread over 60 buildings.

The appointment is based in the ICT Service Centre and reports to the Director of ICT.

## THE ROLE

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To provide efficient and customer-friendly ICT network engineering support services.

## KEY RESPONSIBILITIES AND DUTIES

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This job description reflects the core activities of the role and is subject to change as the department and the post-holder develop. The School expects that the post-holder will recognise this and will adopt a flexible approach to work. In addition, the post-holder will be expected to undertake such other duties within the scope of the role as may be required by the line manager.

### Operational

- Ensure that defined network services operate effectively at all times.
- Monitor defined network services and to resolve issues on an ad hoc basis (communicating updates to the user community where applicable).
- Plan to improve the efficiency, effectiveness and resilience of network services.
- Provide second- and third-line support where necessary to both the user community and to other team members.
- Respond to operational emergencies. Flexibility to deal with business continuity issues when they arise.
- Document policies and procedures as required.
- Ensure that security of network services is maintained at all times.
- Liaise with internal customers and external suppliers as needed.
- Managing external suppliers for internet services e.g. ISP
- Develop professional relationships with preferred external suppliers.
- Evaluate supplier performance on an ad hoc basis.

### Technical

- Managing, maintaining and replacing the core switches and edge switches, including port configuration, vlan configuration etc.
- Monitoring the network infrastructure on a daily basis and alerting staff when there are issues.
- Troubleshooting structured cabling issues, Cat5, Cat6 and fiber.
- Diagnosing network level faults. E.g. Traffic, QoS.
- Provide a safe and responsive internet experience for all users, while maintaining the appropriate level of security to network services.
- Ensure that the School's internet connectivity and school internet accessible network services are available 24x7x365.
- Supporting the Firewall and the Smoothwall web filtering.
- Ensure compliance with cyber security standards.
- Ensure that network-attached services are available when required. e.g. printers, phones, access points etc
- Provide switch software updates and security patch updates in a timely manner.

The post holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom s/he is responsible or with whom s/he comes into contact will be to adhere to and ensure compliance with the School's Safeguarding and Child Protection policies and procedures at all times. If in the course of carrying out the duties of the post the post holder becomes aware of any actual or potential risks to the safety or welfare of children in the School s/he must report any concerns to his/her line manager or the School's Safeguarding Lead.

This position is subject to an enhanced check with the Disclosure and Barring Service in the event of a successful application. Copies of the School's Code of Practice and Policy on the Recruitment of Ex-Offenders is available from the HR Team. It is an offence to apply for the role if the applicant is barred from engaging in regulated activity relevant to children.

# PERSON SPECIFICATION – ICT Network Engineer

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## QUALIFICATIONS, EDUCATION AND TRAINING

### ESSENTIAL

- Experience managing switches using a GUI or CLI.

### DESIRABLE

- CCNA/MCSE
- ITIL Certificate
- Full clean UK driving licence

## KNOWLEDGE AND EXPERIENCE

### ESSENTIAL

- Experience with administering the following:
  - Network Switches.
  - Wireless Access Points.
  - CCTV.
- Experience managing firewalls (NAT settings, rules etc).
- Experience with Web Filtering systems.

### DESIRABLE

- Experience with HP/Aruba Switch management
- Experience with Ruckus Wifi system.
- Experience with Cloud backup systems (such as Barracuda).
- Experience with Smoothwall web filtering.
- ICT support experience in an educational institution

## SKILLS AND ABILITIES

### ESSENTIAL

- Ability to prioritise and manage own work.
- Ability to work well on own and as part of a team.
- Ability to work quickly and calmly under pressure
- Ability to be proactive and to see projects to their conclusion.
- Ability to simplify complex ideas.
- Ability to be the final escalation point

## PERSONAL ATTRIBUTES

- Excellent interpersonal skills.
- High degree of accuracy and attention to detail
- Emotional resilience.

# SCHOOL VALUES AND BEHAVIOURS

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All staff are expected to conduct themselves in line with the School's values which are: **Courage, Honour, Humility** and **Fellowship**. While the School's values set out what matters most to us, the behaviours below are intended as a shared set of expectations to refer to, and standards to aspire to, in our dealings with others. They are the practical application of our values.

## COURAGE

- We remain optimistic and purposeful in a disrupted world.
- We take responsibility for our decisions, even the hard ones.
- We always challenge poor behaviour in ourselves and others.  
We are open to new ideas, and seek fresh challenges.

## HONOUR

- We keep our promises.
- We act with integrity – doing the right thing, even when it is difficult or when no one is watching.
- We respect and value our traditions whilst setting them in the context of today.

## HUMILITY

- We work hard to serve others within the School and across our wider communities where possible putting their interests before our own.
- We give and seek honest and appropriate feedback, reflect on our failures and learn from them.
- We support each other through challenges and whatever the outcome, we celebrate those that took part.

## FELLOWSHIP

- We respect each other and value our differences, knowing that we are more effective and more resilient working together.
- We are kind and inclusive; we value the contribution that each of us makes.
- We role model the behaviours that we would like to see in others; we ask only of others what we would be prepared to do ourselves.