SOUTHFIELDS ACADEMY
JOB DESCRIPTION

Job Title: IT Network and Support Manager

Main Purpose of the Post:

To develop and maintain high quality ICT networks and to develop the ICT for learning strategy including emerging technology, virtualization technology and hardware. To provide technical advice, training and assistance in ICT related matters to staff and students. To line manage of all ICT Technicians including their induction, training and performance management, ensuring that Health & Safety requirements and other relevant regulations are in place and adhered to.

Duties:

Operational:

- To establish and maintain good relationships with all students, colleagues and other professionals and provide a high quality support service.
- To organise and monitor the workloads of ICT assistants / technicians and any other staff falling under this post holder's remit to meet departmental needs including cover for absences, delegating tasks appropriately.
- To manage and assist in the operation of the Academy's information and communication networks, undertaking appropriate repairs as necessary.
- To manage the effective development of the Academy's information and communications networks including the Academy website and Virtual Learning Environment in liaison with the the Assistant Headteacher - Organisation & Administration .
- To regularly monitor and review the performance of suppliers against contracts and service level agreements, reporting issues to the Assistant Headteacher - Organisation & Administration.
- To ensure that staff and students have a satisfactory, robust, reliable and secure ICT environment, including back-up schemes for the curriculum and administration ICT environments.
- To organise and manage the installation and configuration of hardware and software as required including new releases, testing and training for staff and students.
- To identify problems and ensure their prompt resolution, advising the Assistant Headteacher - Organisation & Administration of issues, potential improvements and projected developments.
- To manage the maintenance of a log of problems experienced, changes and their resolutions, as well as update plans and drawings of locations of equipment, switches, cabling etc.
- To manage and maintain accurate and up to date records of all ICT Hardware and Software on site including signing out and in hardware and equipment to staff e.g. laptops and digital projectors.
- To manage, in liaison with the Assistant Headteacher - Organisation & Administration and the Senior Leadership Team, the project planning of ICT developments by establishing required development / resourcing plans as required .
- To monitor and manage the use of the Internet within the Academy and report issues to the Assistant Headteacher – Organisation & Administration.
- To support the delivery of INSET programmes for staff as required.
- To establish in liaison with the Assistant Headteacher – Organisation and Administration contingency plans in case of emergencies including power cuts, system faults and equipment damage.

Personnel:

- To identify training needs of ICT assistants / technicians and organise appropriate development opportunities in liaison with the Assistant Headteacher - Organisation & Administration.
- To complete ICT assistants / technicians performance management reviews and the setting of appropriate targets.
- To be involved in the recruitment of ICT assistants / technicians when required .
- To ensure cover is available by the team during Academy opening hours.

Administrative:

- To undertake and ensure that all administrative duties, checks, documentation, reports and returns (internal and external) are completed accurately and submitted within required deadlines.
- To collate information, statistics and prepare reports as required by Principal, Headteacher and Assistant Headteacher – Organisation and Administration.
- To undertake responsibility for all necessary administration relating to all areas within post holder's remit.
- To ensure compliance within the Academy of data protection regulations.
- To deal with correspondence promptly and as required.

General:

- To ensure that financial procedures and activities are carried out as required within the department such as placing purchase orders and authorising invoices for payment.
- To be responsible for the effective management of budgets within the post holder's remit.
- To negotiate best value rates with contractors and suppliers as necessary.
- To attend relevant meetings and training sessions as required.
- To arrange and give training sessions to staff to ensure that they are aware of procedures and regulations.
- To keep abreast of developments, current initiatives and changes in post holder's field and communicate to staff.

Additional Responsibilities:

- To be fully aware of and understand the duties and responsibilities arising from the Children's Act and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker's role within the organisation.
- To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to the worker's role.
- To ensure that the worker's line manager is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding and/or child protection.

Any other duties assigned by the Principal/Headteacher commensurate with the grade of the post.

Signed:

Postholder

…….. Name …….

Line Manager

…… Name …….

Date ……..

Person Specification

Qualifications:

- Microsoft Certification (MCDST preferred).

Experience:

- Evidence of successfully managing ICT network/s, hardwre and software functions in order to support the day to day operation of a network.
- Experience in the line management of staff.
- Experience of managing and monitoring a budget and providing required reports.

Knowledge:

- Significant working knowledge of a range of ICT software, hardware and other resources.
- Thorough understanding of networks, LAN, WAN and internet topologies, protocols and techniques together with proven technical background in desktop computers and peripherals.
- Knowledge of child protection legislation.
- Knowledge and understanding of the College's Equality. Opportunities policy.
- Knowledge of Health & Safety legislation.

Skills:

- Excellent analytical skills.
- Ability to lead, develop and motivate a team of staff, delegating duties as required.
- Excellent interpersonal skills.
- Ability to show initiative and to prioritise own workload and that of the team when under pressure.
- Ability to work flexibly to meet deadlines and respond to unplanned situations.
- Efficient and meticulous in organisation.
- Good level of English proficiency.
- Excellent communication skills both verbal and written.
- Proven creative problem solving skills.
- Excellent attendance and punctuality.
- Commitment to CPD.