



Job Description

Assistant Network Manager



Assistant Network Manager

Salary: LTA (£26,822 - £30,153)

Purpose of the post:

- To assist the IT Director in the delivery of a safe, effective ICT resource for use by students and staff across schools in the Trust.
- To assist the IT Director in initiating, developing, implementing, monitoring and reviewing programmes and systems to support high quality ICT provision in the Trust.
- To assist the IT Director in ensuring that legal and contractual obligations relating to ICT resources, systems and services are met.
- To supervise and allocate professional responsibilities and tasks to the ICT Support Team in the absence of the IT Director.
- To line manage IT technicians and apprentices.
- Maintain confidentiality of sensitive Trust information.

Reporting to: IT Director

SUMMARY OF RESPONSIBILITIES AND PERSONAL DUTIES:

KEY AREAS

Duties

- To assist the IT Director in the management of all the Trust's ICT networks and systems.
- Liaison with external consultants and suppliers and other staff.
- Undertaking of other duties within the overall function of the role, commensurate with the grading and level of responsibility associated with the post.
- To work flexibly within the Trust's management structure and respond to the Trust's changing ICT network needs.

Responsibility for the management of all the school's ICT Networks and Systems

- To assist the IT Director in managing all aspects of the Trust Network, including:-
 - Routine maintenance schedule and repairs
 - Planning a rolling replacement/upgrade programme
 - Design and implementation of developments to the LAN
 - Design and implementation of the school broadband / internet connection
 - Organising the provision of consumables (ink, toners)
 - Maintaining security of hardware dependant on location
 - Using appropriate internet filtering and firewalls by establishing protocols and permissions
 - Monitoring Network usage, both internal and external
 - Providing relevant technical support and guidance
 - Providing ICT equipment and support as required for special events, eg. parents evenings, presentations, INSET and training sessions.
- To assist in the Trust's data management by co-ordinating system updates including SIMS, Messaging, Finance, Canteen biometrics, etc, in consultation with the IT Director.

- To advise and make recommendations on ICT hardware, software and system development.
- To coordinate the ordering, installing, commissioning and licensing of ICT hardware and software to meet Trust development priorities and improvement targets.
- Ensure security of data, including Data Protection Act, virus protection and backup systems.

Responsibility for liaising with external consultants/suppliers and other staff, in consultation with the IT Director;

- To liaise with the Local Authorities and other schools about ICT resource development and application, and representation at Forums and user groups (as appropriate or required).
- To liaise with other external agencies on overall Network topology, design and implementation including internet connectivity.
- To liaise with other external agencies on behalf of the Trust including SIMS and other curriculum teams when appropriate.
- To liaise with, and work alongside and in collaboration with, external service providers.
- To liaise effectively with the Trust support teams.
- To liaise with teaching staff to ensure operational needs are met by helping to clarify their understanding of learning outcomes and how progress can be measured.
- To liaise with partners in the Trust.

Responsibility for the development of ongoing training of staff in ICT techniques and technology, in consultation with the IT Director;

- To provide staff training in the use(s) of ICT facilities, including training in the use of a wide range of general purpose applications.
- To assess the technical expertise required by support staff; the type of technical information to support them and establish a range of training programmes to provide them.
- To assist colleagues to obtain relevant expertise, information and skills and agree what further activities (training) are necessary to meet their requirements.
- To offer one-to-one support to teaching and support staff about identified aspects of software application and ICT usage.
- To provide professional support and guidance about systems development and software application.

Job Activities

General

- To undertake such other duties related to the work of the department appropriate to the post, as may be assigned.
- To fulfil personal requirements, where appropriate, with regard to Trust policies and procedures, health, safety and welfare, emergency, evacuation and security.
- To take responsibility for promoting and safeguarding the welfare of students in the Trust's schools.
- To work positively and inclusively with colleagues so that the Trust provides a workplace and delivers services that do not discriminate against people on the grounds of their age, sexuality, religion or belief, race, gender or disabilities.
- To work flexibly in the interests of the service. This may include undertaking other duties provided that these are appropriate to the employee's background, skills and abilities.
- Flexibility of working hours to accommodate out-of-hours maintenance.

Person Specification

Attributes	Essential	Desirable	How identified
Relevant experience	<p>Technical networking skills</p> <p>Ability to think logically and demonstrate problem solving skills</p> <p>Ability to multi-task and work under pressure when dealing with multiple requests for IT support.</p> <p>Ability to communicate with any individuals across a spectrum of IT capabilities and be able to relate to problems and solutions in a non-technical way</p> <p>Ability to manage and prioritise workload</p>	<p>An ability to provide leadership, direction and coaching to others to enable achievement of objectives</p> <p>The ability to assign work to others and empower them to undertake tasks whilst maintaining accountability</p> <p>Data Protection Act /Awareness of E-Safety requirements</p>	<p>Application form/supporting statement</p> <p>Interview</p> <p>Application form/supporting statement</p> <p>Application form/supporting statement</p>
Education and training	<p>Minimum Maths & English GCSE (A*-C) or equivalent</p> <p>Proven experience of working in 1st/2nd/3rd line support role</p> <p>Proven experience of maintaining and supporting PC, server and networking equipment</p>	<p>Formal IT training qualifications e.g. MCSE, Apple certified associate, LFCS</p>	<p>Application form</p> <p>Application form</p> <p>Application form</p>
Special knowledge and skills	<p>Strong understanding of computer networks and operating systems, usage and equipment configuration including Active Directory (AD), DNS, DHCP.</p> <p>Windows Server 2012 and 2016, Windows 10 and Mac OSX</p> <p>Understanding of the importance of the IT Support team in responding to user needs</p>	<p>Apple Open Directory and Profile Manager</p> <p>Working knowledge of Microsoft Applications (Office)</p> <p>Working knowledge of Adobe CS Packages</p> <p>Knowledge of schools management systems (SIMS)</p> <p>Infrastructure devices including Netgear/HP managed switches, Ruckus Wireless</p>	<p>Supporting statement/ Interview</p> <p>Supporting statement/ Interview</p> <p>Supporting statement/ Interview</p> <p>Supporting statement/ Interview</p> <p>Supporting statement/ Interview</p>

	<p>Understanding how mobile devices are used in a work or school environment</p> <p>Demonstrable experience of managing part of an IT network</p> <p>Demonstrable experience of managing others.</p> <p>Experience of working in a high pressure environment</p> <p>Experience of delivery support, advice and training to end users</p>	<p>Systems and Smoothwall UTM devices.</p> <p>IP phone systems</p> <p>Knowledge of Firewalls, VLANs</p> <p>Knowledge and experience of portable devices used in a BYOD environment</p> <p>Knowledge and experience of VMware virtualised server environments</p>	<p>Supporting statement/ Interview</p> <p>Supporting statement/ Interview</p> <p>Supporting statement/ Interview</p>
Interpersonal Skills	<p>Ability to relate to and promote the ethos of the school</p> <p>Ability to work as a member of a team and work on own initiative</p> <p>Willingness to undertake training as required</p> <p>Excellent communication and presentation skills</p> <p>Calm and patient Problem solving</p> <p>Determination to succeed</p> <p>Approachable</p> <p>Flexible attitude</p> <p>Professional</p> <p>Able to travel</p>	<p>Sense of humour</p> <p>Innovation</p> <p>Creative thinking</p> <p>Interest in new technology</p> <p>Ability to lift/move equipment</p> <p>Ability to work at height</p>	<p>Supporting statement/ Interview</p> <p>Supporting statement Interview/ References</p>

The Trust is committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment.



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