JOB DESCRIPTION

General Information

Job Title: ICT Network Manager   **JD Code: JDA40**

Faculty/Department: ICT Network

Reports to: School Business Manager (or equivalent)

Line Management:
The post holder will be accountable to the School Business Manager (or equivalent) for all initiatives related to this post. Additionally the post holder will work closely with the Trust Director of ICT.

Job Purpose:
To provide technical support to ensure all aspects of ICT required for effective teaching and learning, and school operations.

Responsibilities:

Day to Day Service Delivery
- Manage the multi-server network and respond to incidents logged by service users at your designated school.
- Support service delivery at other Trust schools from time to time as agreed with the Trust Director of ICT.
- Management of problems to resolution for any network or equipment failures, including and not restricted to: software, hardware and infrastructure problems. This will include computers, servers, peripherals and Cloud based applications.
- Ensure that all systems, change request forms, service call etc., used to carry out work activities are updated on a real time basis including the completion of detailed and accurate call notes.
- Manage day-to-day tasks, time and responsibilities to ensure good service levels are achieved; proactive maintenance and change implementation objectives are met.
- Maintain a professional and effective working relationship with work colleagues at all levels and at all times.
- Know and understand the school strategy and aspirations for ICT usage and be proactive in ensuring that these are achieved.
- Provide insight to school and Trust leaders.
- Assist in ensuring compliance with copyright and other licensing requirements
- Produce and maintain the school's ICT and Data Disaster Recovery Plan

- If the post holder has responsibility for a team, ensure they are resourced appropriately and working efficiently and effectively, developing skill sets as needed by the school.

Proactive Maintenance
- Proactively investigate elements of the network that are not covered by automated proactive monitoring.
- Maintenance of technical documentation, records of contracts, guarantees and documentation relating to the upkeep of the ICT, and the frequency cycle of statutory checks which are not annual e.g. fixed test installation.
- Liaise with other Trust schools and organisations for peer support and benchmarking as appropriate.
- Manage the allocated budget efficiently and effectively.

Change Implementation
- Carry out actions as a result of strategic change decisions made by senior leaders.
- Proactively seek out changes that will add value for the school and Trust.
- Ensure that good service levels are maintained throughout any changes.
- Be aware of changes that may impact the school, ensuring that colleagues are kept up to date whilst highlighting any alterations to working practices etc that may be required.

Process Improvement
- Contribute to the development of ICT across the Trust in collaboration with colleagues in other schools and the Trust's Director of ICT.
- Create, drive and see through to completion improvements to ensure that customer service is delivered in the most efficient and dynamic way.
- Actively participate in team process improvement, process implementation and document requirements for new and existing services.

Once in post, the post holder will:
- continue to maintain and demonstrate high standards;
- demonstrate a commitment to develop themselves professionally;
- vocalise the school's vision and aspiration to be a world class school
- be flexible to adapt to change
- be a role model and act as an ambassador for the Wade Deacon Trust in and outside of the school by speaking positively about the school and Trust in the community and upholding a 'Commitment to Excellence' at all times.

This is not a comprehensive list of all tasks which may be required by the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken, commensurate with the grade.

The school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

PERSON SPECIFICATION

CRITERIA	ESSENTIAL	DESIRABLE
A. Education and training	• Educated to Level 5 or equivalent along with Level 2 qualifications in English and Mathematics	• Qualifications at Level 6. • Professional qualification in a related area
B. Skills and abilities	• An ability to communicate effectively verbally and in writing. • Well organised, efficient and able to keep accurate records. • Ability to organise, lead and motivate a team.	
C. Knowledge & Experience	• Experience of managing complex IT systems. • Project management. • Management of teams and change projects • Appropriate level of IT skills including proven experience of using Microsoft Office (Word, Excel, Access, Power Point, Outlook) • Proven experience of working as an administrator with a significant level of responsibility. • Appropriate awareness of data protection and associated security and confidentiality of data management.	• Experience of working in an educational environment. • Working knowledge of National Curriculum and other relevant learning programmes. • Understanding of how ICT can support teaching and learning. • Experience of managing staff including supervision, appraisal, grievance and disciplinary procedures.
D. Personal qualities	• Ability to relate to students and adults. • Ability to listen to and understand others. • Constant and consistent expectations of high standards.	
E. Approach to work	• High motivation and professional commitment. • A commitment to and understanding of equality of opportunity. • Ability to respond flexibly and adapt working routines to achieve organisational goals. • Ability to work on his/her own initiative.	