



Koinonia Federation IT Network Manager

Job Description

Responsible to: Executive Headteachers

Responsible for: IT Technician Team

Main purpose of the job

- To lead, manage and support all technical aspects of the curriculum and administrative IT across the Federation, keeping the Federation at the forefront of IT.
- To develop medium and long-term co-ordinated planning based on the Federation's educational objectives and the Federation Improvement Plan to enable the school to keep up-to-date with developments in IT
- To liaise regularly with the school's third-party IT support provider (if one is contracted).
- To manage a strong and efficient IT team to complement the ongoing IT vision of the Federation

Major duties and responsibilities

- To line manage the IT Technician team, including induction, training and appraisal.
- To supervise responsibilities for IT apprentices and/or work experience placements
- To be responsible for the management and control of all technical aspects of the installation, configuration, operation, maintenance, and development of the school's IT hardware, software and infrastructure, including:
 - Server Infrastructure (VMware)
 - Internet access, Firewall, filter and router
 - Wired and wireless network devices
 - Ubiquiti Unifi Wi-Fi configuration and management
 - Network and data security
 - Network infrastructure, Switches and VPNs
 - Switch configuration and management (Aruba HP)
 - Management information systems e.g. SIMS
 - Workstations and mobile devices, including iPads, Android
 - Mac OS X Server infrastructure and MDM Service
 - Apple School Manager
 - Software
 - Cabling to network devices
 - Network printing devices
 - Audio Visual Equipment, Interactive whiteboards
 - Email system
 - SIMS Learning Gateway or any other Virtual Learning Environment
 - CCTV/IP Based Systems
 - Asset Management
 - Remote access

- To develop and implement effective backup, virus protection, security and disaster recovery strategies to ensure against data loss through error, abuse, malfunction or disaster.
- To ensure the efficient running of all servers, computers and peripherals throughout the school by detecting, diagnosing and resolving most PC, printer and printer peripheral device faults.
- To resolve IT problems reported by staff in a timely manner, referring to external support organisations where necessary and keeping staff informed of progress with solutions.
- To act as a point of contact regarding all technical issues with manufacturers, suppliers, internet service providers and external support organisations.
- To be responsible for the pricing and procurement of IT devices, software, repairs and contracts in accordance with the principles of
- best value.
- To assist in creating and implementing a structured approach to rolling out new hardware or software, including procurement testing and assessing the need for user training.
- To maintain a maintenance and replacement equipment schedule to enable the school to effectively make 3- to 5-year budget projections on IT.
- To ensure that IT equipment and workstations meet the requirements of health and safety legislation e.g. Display Screen Equipment (DSE), and are maintained securely, cleanly and safely.
- To liaise with premises staff to co-ordinate any new electrical wiring, benching or physical installations.
- To maintain all necessary records and documentation, including network maps and inventories and details of licences, warranties, and equipment checks as necessary.
- To ensure obsolete equipment is disposed of securely.
- To identify failing systems and suggest cost-effective solutions.
- To attend meetings, delivery training, and offer guidance on technical issues to staff.
- To support the **Data & Exams Manager** in the implementation and upkeep of management information systems.

General Duties

- To have a thorough understanding of school policies and implement them consistently.
- To participate in the Koinonia Federation Appraisal scheme, including target setting and review.
- To undertake any additional responsibilities commensurate with the level of the post as directed by the Executive Co- Headteachers and any other member of the SLT.

Person Specification

Educational achievements, knowledge and expertise

Essential

- Suitable IT qualifications to degree level and/or previous experience in developing and maintaining an IT network service
- Awareness of management information systems such as SIMS
- Experience in managing VMware infrastructures
- Office 365 & Azure AD experience
- Microsoft Server and AD experience
- Mac OS X in an Apple networked environment
- Network switch configuration and management experience

Desirable

- Microsoft certified professional

Job related knowledge, aptitude and skills

Essential

- Competent knowledge and understanding of IT Networks (preferably within a school environment)
- In-depth knowledge of Windows Server and desktop
- Good technical ability and the necessary skills to solve IT hardware and software issues
- Confidence in the ability to train staff, including the IT Technician
- Strong organisational skills to prioritise work and manage time effectively, particularly under pressure
- Understanding of the principles of best Value
- Good customer service skills and provide a high standard of service

Desirable

- In-depth knowledge of overseeing large-scale network upgrades
- Problem-solving and project management experience
- Managing a small IT team
- Experience with MIS systems

Personal Attributes

Essential

- Be enthusiastic, ambitious and energetic
- Be accurate and efficient
- The ability to communicate with a wide range of people: staff, students, suppliers etc.
- Be willing and able to tackle and quickly learn a variety of tasks within the school's ICT equipment.
- Be able to work as part of a team
- Be able to work well under pressure

- Be able to maintain confidentiality
- Be able to remain impartial
- Have a flexible approach to working hours
- Be sympathetic to the needs of others

Special Requirements

Essential

- A commitment to safeguarding children
- A commitment to Equal Opportunities