

# Job Description

**Job Title:** Network Operations Manager

## PURPOSE OF JOB

To take overall responsibility for the management and development of the network infrastructure within the Prep School and College, ensuring the safe and reliable running of all IT systems, in order to maintain a high-quality service for staff and students.

## PRINCIPAL ACCOUNTABILITIES

### Strategy & Planning

- **Work with the senior leadership teams and the Director of IT** on IT strategic planning and take **overall** responsibility for the management and development of the infrastructure of the network, liaising with key staff to ensure that IT services meet curriculum and support needs.
- **Have an overall view of the capabilities** of the school's IT services and **contribute to continuous improvement to meet future needs to ensure competent and forward-thinking management of IT.**
- **Keep abreast of new technological developments in IT and present proposals with recommendations to the Director of IT which would benefit the schools.**
- **Plan for major developments of the IT service and project manage their implementation.**

### Budget & Line Management

- Develop and implement management processes for the IT budget with reference to Prep School and College procedures.
- In conjunction with senior leadership within the schools, contribute to the IT budget planning process to ensure the most effective and efficient use of available funds.
- Provide advice to staff on appropriate hardware and software purchases to ensure that the available budget is used effectively and efficiently.
- Liaise with appropriate staff to order equipment and software, deal with suppliers regarding IT-related business, including leading the tendering process for IT-related products and to manage the central IT equipment budget economically.

- Line manage and take responsibility for the work of the IT support team to ensure they carry out their duties effectively and receive adequate support, guidance, training and career development in order to provide a high-quality IT support service.
- In conjunction with the Bursar and Assistant Bursar, line manage IT Apprentice(s), including ensuring that any apprentices receive sufficient opportunity to develop their skills under appropriate supervision; manage the workload of apprentices so that they can complete all training assignments; work with apprentices to maintain a positive balance between contribution to the work of the IT team and development of their own skills.

### **Desktop & Applications Support / Server & Network Support / Configuration & Installation**

- Investigate and support the implementation of IT in the curriculum, including E-learning.
- Manage the installation, configuration, maintenance and upgrading of the school's networked systems, software and applications.
- Manage user accounts, servers, workstations, routers, and switches; diagnose faults and problems and carry out remedial action, including repair of servers, liaising with suppliers and their technical teams when required, in order to maintain an effective service on the school site.
- Provide Prep School/College network support for SchoolBase/FMS and manage the installation, upgrade and configuration of SchoolBase/FMS software on the Prep School/College sites, providing technical support to key SchoolBase users as required. (We are recruiting a Data Manager to become the 'expert' in the use of SchoolBase).
- Perform advanced diagnostic procedures on hardware, peripherals and applications, as required.
- Ensure safe and reliable running of the IT infrastructure in order that the integrity and security of the network is maintained at all times, including ensuring that a full disaster recovery programme is in place.
- Manage all systems of electronic communication and access for students and staff on the school networks, ensuring security of files and appropriate access to systems. (Office 365 is used so no Exchange on site).
- To be the main point of reference for day-to-day eventualities and to manage the response system to deal with network queries and problems in order to limit user frustration, by ensuring that queries are dealt with promptly.
- Support staff and students in the use of ICT equipment and peripherals, answering queries and demonstrating correct usage of specific programs/systems, in order to ensure that all users can access relevant services/equipment.

### **Health & Safety and other Policies**

- Comply with and assist with the development of policies and procedures relating to health, safety and security, confidentiality and data protection, investigating issues and making recommendations for change to the senior leadership teams and Director of IT.

### **Miscellaneous**

- Participate in training and other learning activities and performance development, as required.

The list of duties in the job description should not be regarded as exclusive or exhaustive. There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

Your duties will be as set out in the above job description but please note that the Council (governing body of Queen's College, London) reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes.