

Pay Grade G11

Role Profile

Job Purpose

Working under the direction of the Headteachers and Head of Operations across the Federation, the Network Manager will

- Manage the IT infrastructure, manage the ICT support staff, and ensure that network and digital systems across the Federation are fully functional.
- maintaining, developing, and supporting the ICT infrastructure to ensure compliance with digital and technology standards
- Provide strategic advice on the development of ICT capacity, ensuring that the Federation's resources and services are effective and aligned with future growth.
- Participate in central ICT projects, promoting the use of ICT services across the Federation and actively seeking opportunities for innovation.
- Proactively improve systems, troubleshoot issues, and manage a range of educational technologies within the school environment.
- Keep up to date on developments in technology for the education sector, support the Federation work.

ICT resource and service management

- Continuously monitor network performance, troubleshoot issues, and optimize resources to ensure maximum uptime and reliability.
- Administer and manage firewalls, routers, switches, and other networking equipment.
- Maintain and oversee servers, including Active Directory, DNS, DHCP, file servers, and email systems.
- Manage the school's cloud-based services, such as Office 365.
- Ensure timely updates for software licensing, upgrades, and patch management.
- Oversee the maintenance of hardware, including desktops, laptops, iMacs, iPads, tablets, mobile phones, scanners, printers, interactive whiteboards, and peripherals.
- Provide day-to-day user support, including user account creation and removal, administration of accounts, password resets and assigning access rights in accordance with school policies.
- Develop and implement an asset management system for ICT resources, maintaining accurate inventory records and documentation related to purchases or loans, including warranties.
- Conduct proactive monitoring, including alerts for software backups, antivirus protection, Windows updates, and hard drive space to ensure prompt responses to flagged issues.
- Serve as the lead technical resource, coordinating with third-party providers for services
- Generate regular activity reports highlighting infrastructure issues, such as low disk space or equipment failures.
- Conduct proactive checks on AV equipment in assembly halls to ensure optimal performance.
- Oversee service desk operations, providing remote support and managing the school's ticketing system.
- Analyse service desk ticket activity to identify trends and recurring issues.
- Troubleshoot and resolve issues related to photocopying and Papercut systems.
- Plan for absence and emergency cover, ensuring additional onsite support during critical events such as exams and school functions.

- Plan, implement, and document changes to hardware and software resources as necessary.
- Support procurement processes for ICT resources to ensure value for money.
- Oversee the maintenance of ICT resources, ensuring appropriate disposal of assets when required.
- Support the effective operation of the School's Management Information System (Bromcom), visitor management systems, catering systems, financial systems, telephony, and print management systems, including necessary integration with third-party applications.
- Oversee service level agreements with external suppliers and contractors, ensuring contracts deliver value for money and meet high standards of service quality.
- Provide training for staff and students on AI technology as it evolves, including its benefits and potential challenges.
- Research new technology solutions to improve the student experience, with a focus on supporting those with English as an Additional Language (EAL) and high needs.

Supervision and Developing the Team

- Oversee the operational delivery of ICT services, ensuring a robust and consistent service across the school.
- Line manage ICT support staff, overseeing their professional development, performance management, and training.
- Delegate responsibilities to team members, ensuring effective management and prioritisation of ICT support service
- Provide coaching and mentoring to colleagues, promoting best practices and consistency in delivering ICT objectives.

Safeguarding and Cybersecurity

- Assist the school in achieving cybersecurity standards, RPA compliance, and securing Cyber Essentials accreditation.
- Manage the security of the IT infrastructure for each federation, providing support for GDPR compliance, including filtering firewall logs, monitoring internet connectivity, implementing antivirus and malware protection, investigating hacking attempts, securing remote access, and enforcing physical access controls and password policies.
- Responsible for implementing monitoring systems that adhere to the highest standards of web filtering, ensuring safeguarding, pupil online safety, and minimizing cyber risks to the network.
- Conduct regular penetration testing to identify vulnerabilities within the school's network infrastructure.
- Implement consistent vulnerability scanning and ensure all software is updated with the latest patches.
- Review access logs and system activity reports to detect and respond to unauthorized access attempts or suspicious behaviour.
- Collaborate with school staff to ensure local procedures are supported by ICT functions and appropriate software, such as CCTV, Net Support, lockdown processes, and site security.
- Ensure that IT policies are developed, updated, and maintained

Back-ups and Disaster Recovery, Data Protection

- Develop and maintain a robust Incident Response Plan to handle cyber-attacks such as ransomware and phishing attempts.
- Ensuring resilience for internet, WiFi and back ups for all servers, both onsite and cloud based across the Federation.

- Highlighting any key operational risks across the federation
- Ensure disaster recovery v procedures are tested regularly to ensure backups are functional and can be restored efficiently
- Implement anti-phishing protocols, including automated filtering tools to detect and block suspicious emails.
- Train staff regularly to recognise phishing attempts and encourage immediate reporting of such incidents
- Ensure that cloud-based services (e.g. Microsoft Office 365) comply with cloud security standards, particularly in the areas of data protection and privacy.
- Collaborate with the school's Data Protection Officer to ensure all ICT systems comply with GDPR and the Data Protection Act.
- Regularly review web filtering and monitoring policies to adapt to new risks while balancing educational needs

Other Responsibilities & Attributes

- Have integrity, humility and always work ethically.
- Be a positive and dynamic role model for other members of the staff team.
- Lead on the school's Business Continuity and Disaster Recovery and Lockdown Plans
- Share responsibility for the school's standards and achievement, including pupil progress and the drive to improve outcomes.
- Play an active part in the life of the school through meetings and high visibility to pupils, staff and parents, including at assemblies and meetings.
- Coach and mentor colleagues as appropriate.
- Contribute to the School Improvement Plan and school self-evaluation.
- Support the Federation's Directors with information and briefings as appropriate.
- With SLT colleagues, raise expectations and promote the school positively with all stakeholders.
- Maintain a thorough understanding of inclusion and safeguarding requirements.
- Comply with the Federation's Equal Opportunities Policy
- Conduct any task commensurate with the grade and nature of the post, as reasonably requested by the Headteacher, to support the functions of the school.

Key Accountabilities

Please note that the above is illustrative of the general nature and level of responsibility of the work to be undertaken, commensurate with the grade. It is not a comprehensive list of all tasks that the post holder will conduct. This job description may be amended at any time in consultation with the post holder

ICT Network Manager

Heathland Whitefriars Federation

Person Specification

Essential	Desirable
Experience	
Experience in using IT systems, including Windows client/server operating systems	
A solid technical background with experience in designing, configuring, and Managing networks	
Experience in managing a team	
Experience working in a school or similar environment	
Experience in managing projects	
Qualifications	
Degree level or equivalent or a minimum of 5 years' professional experience in an associated area	
Excellent literacy and numeracy skills	
	Driving License
	First Aid trained
Knowledge/Skills/Characteristics	
Excellent planning and organisational skills	
Excellent analytical skills, attention to detail and a practical approach to problem-solving	
Ability to establish and work to agreed priorities, meet deadlines, deal with conflicting demands, and deliver accurate results on time	
Ability to communicate with people at all levels in an individual, group and committee basis and play a variety of team and project roles	
Ability to give and receive clear instructions, both written and oral	
Ability to evaluate, assess and formulate improvements to current working practices.	
Ability to lead and develop staff in a technical environment	
Proactive self-starter capable of instigating and managing change.	
Implementation and management experience of Microsoft Server environments, Active Directory and Microsoft 365.	
Experience with Endpoint Configuration	
Knowledge of virtual server and desktop infrastructure solutions	



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Working knowledge of data management systems – integrations and connections	
Ability to assess and utilise software applications in planning, analysing, and manipulating data.	
Knowledge of the most current technologies for ICT, including the latest Windows operating systems and Microsoft Office packages	
Excellent understanding of GDPR, data protection and ICT implications	
Experience in working with confidential information where discretion is paramount.	
Positive, open, and friendly attitude to service improvement and delivery	
A commitment to safeguarding and promoting the welfare of children and young people.	
A commitment to equal opportunities.	
A willingness to participate in professional development	

