



SURBITON

HIGH SCHOOL

Job Description

Job Title: Assistant Network Manager

Job Purpose: The Assistant Head of IT is an important part of the ICT team. The school is dependent on its ICT systems working properly and efficiently. A proactive and planned approach is essential to ensure the ICT infrastructure enables the school to work to maximum effect. You will be required to help maintain all aspects of the school's ICT Infrastructure and to provide technical support, training and guidance to all end users.

Reporting Line: Head of IT

Start Date: As soon as possible

Tenure: Permanent, Full-Time

Salary: £34,845 - £42,306 (based on experience and qualifications)

Are you dedicated to maintaining smooth IT operations within an educational setting? Surbiton High School is actively seeking an Assistant Network Manager to assume a key role in sustaining our ICT infrastructure and offering technical support and advice to our school community. As an essential member of the ICT team, you will contribute to the effective functioning of our systems to support learning and teaching.

Key Responsibilities:

Team Management

- Managing the IT Support team of 3 to 4 Technicians, providing guidance and direction to ensure efficient and effective resolution of support requests
- Fostering the professional development of the IT Technician Team
- Attending and actively participating in relevant meetings, both during and after school hours, as required

Helpdesk

- Managing the IT Support helpdesk, including asset management
- Ensuring that support requests are prioritised and actioned within appropriate timescales
- Completing daily checks of all ICT suites and logging faults in the help desk system

Professional Development

- Providing technical training, support and advice to all end users of the ICT Network
- Keeping abreast of technological developments and encouraging the use of ICT at all levels
- Maintaining personal professional development to ensure that the knowledge and skills required to fulfil the role are up to date



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General

- Setting daily support priorities, balancing response to support requests with the need to follow planned monitoring and maintenance and wider ICT service demands
- Leading project planning and management for strategic IT initiatives under the guidance of the Head of IT, ensuring projects are executed successfully and aligned with the School's objectives
- Supporting staff and students with the set-up and preparation of ICT equipment around the school
- Managing the deployment of iPads and all necessary tasks involved therein
- Ensuring user accounts and permissions are set up correctly in AD and synced with Office 365
- Assisting in resolving issues relating to the school's network infrastructure, cloud services, server environment, and end-user devices
- Diagnosing faults and undertaking repairs as required, liaising with third-party providers for repair when necessary
- Populating the knowledgebase with technical and instructional documentation
- Ensuring the completion of daily and weekly backups are completed
- Maintaining comprehensive documentation including system manuals, cable diagrams, inventories, and service records, facilitating efficient operations and compliance with regulatory requirements
- Installing, configuring, testing and managing the deployment of system and client applications, whether new or upgraded
- Configuring and maintaining:
 - all Switches, including firmware
 - the school's Wi-Fi systems, ensuring SSIDs receive the correct Internet Filtering
 - all Core Network systems including, Virtual Servers and Physical hosts
 - offsite laptops via Microsoft In-Tune, ensuring all devices are encrypted
- Liaising with Third-Party suppliers to ensure software licences are up to date/renewed on time
- Maintaining stocks of spare parts and consumable items
- Ensuring the Head of IT is aware of all proposed changes to the Network, Software and Hardware
- Assisting the Head of IT in ensuring network operating systems, components and equipment is kept up to date with the latest patches
- Assisting the Head of IT in ensuring all Shares and Drive permissions are configured correctly to reduce the risk of a data breach
- Assisting the Head of IT in ensuring all systems and procedures adhere to school policies
- Assisting the Head of IT in ensuring all Antivirus, Ransom wear and Device Encryption software is up to date and working correctly
- Deputising for the Head of IT, assuming their responsibilities in their absence and supporting them in the overall management of the IT department
- Carrying out any such duties as may be reasonably requested



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Person Specification

The successful candidate will be likely to fit the following profile:

Qualifications:

- Relevant technical qualifications (IT Degree, Microsoft Certifications etc) is desirable
- GCSE in English & Maths (Grade C/4 or above) is desirable

Experience:

- experience in PC hardware maintenance and fault finding on desktops, laptops and printers is essential
- Experience of working with Active Directory or similar is essential
- Confident user of Microsoft365 and Microsoft Office Suite or similar is essential
- Experience of using/managing O365 SharePoint/Exchange/Azure is essential
- Experience deploying, configuring and managing Windows or similar is essential
- Experience of managing iOS device – MDM (Jamf or similar platforms) is essential
- Experience of working in Education and an appreciation of the challenges involved in supporting teaching and learning would be an advantage
- Supporting virtualisation/application streaming technologies
- Configuring and troubleshooting mobile devices
- Ability to apply knowledge and experience, sharing learning and experience with colleagues, pupils and parents
- Ability to provide routine oral and written information clearly and concisely and explain technical terms in an accessible way
- Experience of school-based software would be an advantage

Personal Qualities:

- Empathy and sensitivity to the needs of colleagues, pupils and parents
- Good understanding of the importance of following policies and procedures
- Calm and able to prioritise effectively when under pressure
- Ability to work in an organised and methodical way
- Ability to maintain professional working relationships with colleagues in school and outside agencies
- Positive and flexible attitude



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To Apply

Please apply online via the link on the TES or our School [website](#)

Closing date for Applications: Sunday 9 June 2024
Interviews to be held week commencing: 17 June 2024

*Please note that the School reserves the right to appoint at any stage during the recruitment process.
For any queries relating to the role or your application, please email recruitment@surbitonhigh.com*



The Benefits of Working for Surbiton High School

- Competitive Salary
- Extensive CPD Opportunities
- Flexible Working
- Complimentary School Lunches
- Fee reduction for children attending the School
- Contributory Pension Scheme
- Sabbaticals for long service
- Generous Rewards Programme
- Excellent transport links
- Working as part of a motivated and committed team



About Surbiton High School

We aim to inspire, encourage and empower our staff and pupils to be the very best they can be.

Surbiton High School is a friendly and vibrant community where people matter, results count and where a passion for excellence drives everything we do. We are a school with a real heart and soul, where we look beyond the A* to offer a breadth of opportunity which allows every pupil to flourish and every staff member to develop and succeed.

Our inspirational teachers are committed to delivering a rich curriculum and programme of co-curricular activities which challenge our pupils to explore ideas for themselves. We feed our pupils' minds, but we also care passionately about their character development and happiness. Our approach to education means that Surbiton High School pupils achieve the very best exam results and are also compassionate, authentic young people with strong values, keen to make a positive difference in the world. Our Educational Support Staff are the backbone of the School, and are dedicated to supporting our aim of creating an intellectually rigorous and challenging academic environment which runs smoothly and efficiently.

Surbiton High School has approximately 1600 pupils aged between 4 and 18. Our Preparatory Schools are divided into the Girls' Preparatory School and Boys' Preparatory School, and the Senior School is girls only from age 11 upwards.

We are looking for applicants who are passionate about inspiring those around them, bringing out 'The Best in Everyone' and working with us to remain a leading school of choice (rated 'excellent in all areas' by ISI 2023).

Read more on our website: www.surbitonhigh.com



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Additional Information

Equal Opportunities

Surbiton High School is a member of the United Church Schools Trust, Charity Number 1016538 and is an equal opportunity employer. We expect all employees to act in a manner which is consistent with the Trust's principal objective: to provide education based on Christian principles. While we recognise that employees may come from other faith groups (as indeed do many of our pupils), we expect everyone in our community to conduct themselves appropriately in the light of this objective. As a School we, in turn, respect the different faiths of our colleagues and pupils, and welcome them and their contribution.

In Surbiton High School, male colleagues and those from ethnic minorities are under-represented among our staff; we would therefore wish to encourage them to apply. However, the aim of the selection process is to appoint the best possible candidate, and gender and ethnicity are not criteria for selection.

Eligibility for Employment

Surbiton High School is committed to safeguarding and promoting the welfare of children and young people and expects all who work at the School to share this commitment. Successful applicants will be subject to an Enhanced Disclosure from the Disclosure and Barring Service (DBS). Any offer of employment is thus conditional on clearance from the above, on the receipt of: two satisfactory references, a satisfactory medical questionnaire, proof of qualifications, overseas checks where applicable, and proof of right to reside and work in the UK.

Choice of Referees

We wish to have someone who can write knowledgeably about your abilities to perform professionally in a position similar to this one. We also need to have the most recent possible references. Your referees should therefore normally include your current – or most recent – employer. If you are unable to supply referees who fit into the above categories, please explain this in your application. We shall carry out such further reference checks as are necessary to ensure the safety and welfare of children. Please provide professional, rather than home addresses for your referees, and supply email addresses in all cases.



United Learning

United Learning is a unique group of independent and state schools working together to achieve the best in everyone. Our vision is to provide excellent education so that all young people are able to make a success of their lives and, if we are to realise this vision, we need to make sure we attract, develop and reward the key ingredient – you.