

Application For The Role of:

Network Manager

Aspire • Respect • Endeavour



Thurstable School

Building Knowledge, Growing Character



Job Title: Network Manager
Grade: Scale 7 £25,927 - £29,174
Hours: 37 hours per week, 52 weeks per year 8am - 4.30pm
ReportsTo: Edutech Network Manager

Job Purpose

To be responsible for the day to day technical and maintenance of the school's IT infrastructure, administration and maintenance of Google and supporting MIS and information systems.

Job Description

- Assisting the Communications and IT Manager in the day to day running of the school's IT infrastructure
- Maintain and administer the Microsoft network
- Maintain and administer Google (the Academy's Virtual Learning Environment)
- Maintaining and developing network infrastructure including all IT hardware and software and telephone system support
- Maintain and support the school's MIS and information systems (SIMS, CPOMS, IRIS and Vericool).
- To work with HR Manager to ensure all aspects of GDPR are adhered to.
- To work with the Exams Officer in supporting electronic examinations.
- Assist in the production of documentation of policy and procedures in the department
- To be responsible for maintaining the day to day running of the school's firewall security system
- Assist in the operation of the service desk, accurately recording user requests in the service desk system and allocating tickets where appropriate
- Prioritise, diagnose and resolve day-to-day problems relating to computer equipment and software in a timely manner
- Liaise with suppliers and external support services as and when needed
- Ordering supplies as required ensuring best value at all times
- To ensure that IT Inventory is completed accurately and in line with the Financial Regulations
- Assisting the Communications and IT Manager in the day to day running of the school's IT infrastructure
- Maintain and administer the Microsoft network
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- Maintaining and developing network infrastructure including all IT hardware and software and telephone system support



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- Ordering supplies as required ensuring best value at all times
- To ensure that IT Inventory is completed accurately and in line with the Financial Regulations
- To keep up to date with ongoing technologies within the education sector
- Participate in team meetings and provide feedback
- Perform any other duties as are reasonably requested by the Headteacher and Communications and Systems Manager.
- To deputise for the Communications and Systems Manager in their absence

Primary School Support

- To be the lead contact for all primary schools.
- To support the primary schools as required by their service level agreement and in liaison with the school.

General

- To participate in the performance and development review process, taking personal responsibility for identification of learning, development and training opportunities in discussion with line manager
- To comply with individual responsibilities, in accordance with the role, for health & safety in the workplace
- Ensure that all duties and services provided are in accordance with the School's Equal Opportunities Policy



- The Governing Body is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment
- The duties above are neither exclusive nor exhaustive and the post holder may be required by the Headteacher to carry out appropriate duties within the context of the job, skills and grade



PERSON SPECIFICATION ASSISTANT NETWORK MANAGER

Detail	Essential	Desirable
<p>Qualifications & Educations and Training</p>	<p>Experience of Networking and IT Systems Educated to NVQ level 3 or equivalent An advanced understanding of ICT in an organisational environment, through study or experience GCSE Maths & English Grade C or Above</p>	<p>Formal qualifications or certifications, such as ITIL Foundation, CompTIA, MCSE or equivalent. Batchelor’s degree in an IT related specialism or relevant equivalent work experience</p>
<p>Knowledge and Experience</p>	<p>Excellent and proven knowledge of:</p> <ul style="list-style-type: none"> ● Desktop, server and mobile device hardware and software; ● Windows Active Directory users and computers, Group Policy, DNS and DHCP; ● Microsoft server operating systems and applications; Administration of Microsoft 365 or similar cloud technologies; ● Google Technologies ● Imaging software, for distributing client images and software packages ● Effective training techniques <p>Solid experience of a busy and comparable IT support role that includes the supervision of junior team members.</p> <p>Good demonstrable working knowledge of:</p> <ul style="list-style-type: none"> ● Local area networks to locate, identify and resolve user problems; ● Managed network switching; ● Research and Development methodologies. 	<p>Experience managing Microsoft server roles, including GPOs, files shares and printer services;</p> <p>Knowledge of SIMS, PS & Vericool,</p> <p>Administering SCCM for building client images, packaging software, and distributing clients and software packages;</p> <p>Managing, upgrading and administering Wi-Fi systems;</p> <p>Managing IP based telephony systems;</p> <p>Process improvement skills.</p>



<p>Skills & Abilities</p>	<p>Ability to build good relationships with users;</p> <p>Skilled at providing excellent levels of customer care;</p> <p>Methodical, organised and thorough administration skills; Proven incident/problem identification skills, with ability to resolve effectively;</p> <p>Ability to maintain a high degree of accuracy and attention to detail;</p> <p>Ability to prioritise and plan work to ensure that deadlines are achieved, and the demands of urgent ad-hoc work are accommodated;</p> <p>Confidence in training and presentation delivery, with a patient and respectful demeanour.</p>	
<p>Personal Attributes</p>	<p>Flexible approach to work, with a can-do attitude;</p> <p>A confident and positive communicator who can adapt their approach to suit all levels of staff;</p> <p>A friendly, supportive team worker who can build trust and positive relationships;</p> <p>A willingness to continually learn, enhance own skills and mentor less experienced colleagues;</p> <p>Emotional resilience; Resonance with the School's ethos.</p>	
<p>Other</p>	<p>Full UK Driving Licence;</p> <p>Occasional out of hours working;</p> <p>Some heavy lifting, roughly 25-30 kg; Occasional working from height;</p>	



	<p>Take responsibility for own wellbeing;</p> <p>Demonstrate commitment to treating all people fairly;</p> <p>Excellent knowledge of Health and Safety legislation;</p> <p>Understand and comply with children protection procedures;</p> <p>Able to contribute to effective systems to share and safeguard information;</p> <p>Understand and comply with children protection procedures;</p> <p>Understand and comply with procedures and legislation relating to confidentiality;</p>	
<p>Working with children</p>	<p>Understanding and implementation of school behaviour management policy;</p> <p>Understand and support the differences in children and adults in relation to ICT;</p> <p>Good understanding of the school curriculum and the important of ICT;</p> <p>Understand and promote the value of emotional and physical wellbeing in adults and children;</p>	