



City of London Academy (Southwark)
Job description

Job Title	IT Network Manager
Grade	JE9
Salary	£38,681 - £44,075
Responsible to	Senior Vice Principal
Responsible for	ICT Technicians x 3, Advice and guidance for IT staff in partner academies
Job Purpose	• To manage the effective development, review, implementation and maintenance of the City of London Academies (Southwark) IT policies and practice, in order to ensure that the ICT support function is effectively administered, highly motivated and successful to deliver the Academy's strategic aims and objectives • Provide ICT support and extend services to partner academies and educational providers as required
Key Accountabilities	Motivating and Managing Staff • To line manage a team of ICT Technicians ensuring an effective and efficient service delivery by delivery training, managing performance and modelling effective behaviour • To ensure effective liaison between managers, teaching and support staff and hold regular team meetings with managed staff • To undertake recruitment, induction, appraisal, training and mentoring of managed staff Strategy and Planning • Provide strategic guidance to the Senior Leadership Team, Governors and staff in ICT across the Academies' within the (Southwark) Federation • Plan major developments and implement changes to elements of the ICT service in conjunction with the line manager to identify software, hardware and working practices required to fulfil functional specifications as defined by SLT • Maintain an overall view of the capabilities of the school's ICT service and contribute to continuous improvement, in line with technological developments, to meet future needs to meet the needs of both curriculum and budget to implement the school's current and future ICT development plans. • Develop and maintain Health and Safety, Data Protection, Licencing and Internet Use policies in relation to all ICT systems

Hardware, Software, Data and Technical Support

- Responsible for the regular and systematic routine maintenance of all such hardware, network cabling and connections to maximise its life expectancy, functionality, security and ensure that Health and Safety standards are met
- Responsible for the investigation of reported faults, maintain records of faults and the undertaking of repair work on faculty ICT equipment where appropriate or operate agreed procedures should a third-party be required.
- Responsible for the installation and maintenance of telephone, CCTV, and all other school ICT systems.
- Provide technical support, guidance and training for the ICT network and stand-alone units across the school
- Maintain the efficient data flow, integrity and security of the system
- Ensure the regular back-up of data on network servers is carried out and back up procedures are robust, secure and appropriate.
- Ensure that any threats and vulnerabilities to system security and inappropriate system usage are managed effectively
- Maintain the Academies' broadband link including liaison with the service provider
- Ensure appropriate web filters are in place
- Responsible for the installation, configuration and testing of all new computer hardware and software, associated peripherals and network infrastructure equipment, configuration and upgrading of equipment and packages where necessary
- Provide on-going analysis of resource utilisation in the school
- Responsible for the strict enforcement of a software licensing policy to ensure that the school is not in contravention of the law.

Technical Support to Teaching Staff

- Support the curriculum by ensuring that data retrieval can take place
- Assist teachers to develop and deploy customised workflows to permit the efficient provisioning of mobile device applications
- Assist teachers and learners to share documents using mobile devices asynchronously and in real time
- Assist staff and students to overcome problems with the use of computer software, including demonstrating the use of equipment as required
- Provide ICT training for the school community as required
- Gather and provide information to staff on the range of equipment and software available for school use to ensure the effective and efficient day to day operation of the computer system.
- Provide technical support to departments using multimedia computer systems
- Assist teachers in ensuring safe practices (in terms of computer use / internet access) in teaching areas

- Liaise with faculties, teaching and support staff within the school; other schools, establishments and agencies and service providers
- Support the use of the video recording rooms and the IRIS software, ensuring teachers are able to record and then evaluate their lessons in a timely and secure manner, in line with all the privacy protocols set out in the staff handbook
- Support the development of a central training archive of lesson recordings using the IRIS software, that is clearly indexed and readily accessible to all teachers

Service and Maintenance

- Fault find and replace components as necessary including maintaining a service log for each computer and peripheral
- Liaise with contractors and suppliers with regard to technical problems which cannot be resolved in-house
- Ensure that maintenance and repairs to equipment are carried out on a timely basis and report the need for further repairs or replacement through the established procedures
- Remain on call during working hours to deal with technical problems
- Ensure that all equipment is security marked and securely kept in a designated place and that all established and appropriate security measures are observed
- Develop, implement and maintain a security system for booking out and return of all borrowed IT equipment
- Ensure that Health and Safety standards relating to ICT are maintained and adhered to throughout the school. This includes producing and updating relevant procedures
- Ensure that all possible measures are taken to prevent pupils accessing inappropriate internet sites or e-mail facilities
- Assist in maintaining and updating the school's Acceptable Use Policy
- Prioritise staff requests for technical support via "a computer fault" recording system
- Ensure the maintenance and development of the school's ICT service

Financial Management and Procurement

- Manage the school's curriculum and admin budgets in respect of:
 - Hardware
 - Software
 - Audio / visual consumables
- Maintain materials and stock and re-order as necessary. Check in deliveries and resolve any queries with suppliers or teaching staff as appropriate
- Responsible for the maintenance of an inventory of all ICT resources
- Carry out annual stock take of items to ensure inventory is kept up to date as per inventory procedures and ensure any disposals are recorded as per current procedures

	• Develop ICT financial management processes and procurement policies with reference to Academy and authority procedures to maximise the value for money to the Academies; manage tenders for ICT resources and advise on the appropriate use of national and local framework contracts in harmony with the financial regulations • Management of all maintenance contracts to ensure the highest provision of service and the supervision of external contractors on site • Maintain an up-to-date asset management system which adequately monitors and controls the use of all ICT resources • Contribute to the submission of bids for government funding Other • To undertake such other duties as reasonably correspond to the general character of the post and commensurate with roles of this level within the Academy
Other Duties	None
Statutory	• To work within a framework of best practise governed by the relevant occupational standards to support excellence in teaching and learning • To promote the safety and wellbeing of students, ensuring that the school's Child Protection and Safeguarding policies and procedures are promoted within the school • To be responsible for your own health and safety and that of students and your colleagues, in accordance with the Health and Safety at Work Act 1974 and relevant EC directives • To adhere to the Academy's Equality policy in all activities, and actively promote equality of opportunity

Person Specification

IT Network Manager

	Essential	Desirable
Qualifications	Hold a recognised computer or network qualification at NVQ level 4 or equivalent experience of 5 years or more managing large networks within an educational setting	
Knowledge/ Skills	- Knowledge and experience of Google Apps Enterprise - Knowledge and experience of MS Windows Server (2003, 2008, 2012) in a networked environment - Knowledge of networking Windows and Apple Mac desktop systems, software and services - Knowledge of developing and maintaining Virtualisation technologies - Knowledge of Active Directory (AD), DNS, DHCP, and wireless technologies - Knowledge of a wide range of mobile technology devices and services, including the implementation, integration and support of such modern technology - Knowledge of storage systems such as RAID (hardware and Software) and Storage Area Networks (SANs) - Knowledge of current best practice, products, statutory, and regulatory requirements - Knowledge of modern network infrastructure devices such as managed switches, firewalls and filtering, and current cabling standards - Knowledge of maintaining services to users such as networked printing and photocopying services and user services such as web access, data storage and retrieval, email services and various software - Knowledge of IP CCTV systems implementation, integration and support - Knowledge of IP telephony systems, including implementation,	- Knowledge of schools management systems, including the MIS and FMS - Maintaining unified photocopying and print management services, hardware and software - Knowledge of Firewalls, VLANs, and QoS - Knowledge of Wi-Fi technology systems and services, including authentication standards such as Radius and 802.1X - Understanding of scripting languages - Understanding of the Mojo Helpdesk ticket management system - Video editing experience

	Essential	Desirable
	integration, and support knowledge of lesson recording software such as IRIS	
Strategic Awareness and Planning	• A good understanding of the impact of the availability and quality of IT Services and support on the achievement of the Academy's objectives • An ability to take a long-term strategic view and develop successful strategies for action through effective planning, review, and administration • Ability to effectively and efficiently organise time and resources to complete work accurately, thoroughly, and on time, detailing deliverables and tasks accordingly • Aptitude to analyse and adjust work processes or methods to accommodate changes in work requirement	
Leadership / Delegation	• An ability to provide leadership, direction and coaching to others to enable achievement of objectives • The ability to assign work to others and empower them to undertake tasks whilst maintaining accountability	
Teamwork / communication	• An ability to communicate efficiently and confidently to staff and students • An ability to communicate and exercise appropriate influence with senior stakeholders in the Academy, including the ability to explain technical issues in an accessible manner • The ability to develop strong teams, and foster an environment of collaboration	
Problem solving	• An ability to analyse issues, make informed judgments, take appropriate actions and accept responsibility for results • The ability to analyse issues, spot trends, and diagnose the root cause of problems • Ability to troubleshoot and diagnose complex systems, networks, and	

	Essential	Desirable
	- application performance issues - An ability to identify and meet the needs of both internal and external users in order to deliver a high-quality service - An ability to explain technical issues in an accessible way to non-technical Academy members - An ability to communicate effectively with Academy members at all levels of seniority - Detailed knowledge of both general and specific ICT health and safety issues relating to work, both for self and all potential users	
Personal Attributes	- Ability and motivation to learn new technologies quickly - A positive and helpful attitude towards work and colleagues - Willingness to perform above and beyond normal expectation when necessary - To be organized and efficient - Reliable and punctual - Have a polite, friendly and flexible approach to work - To have a good sense of humour - To keep calm and professional at all times - Interpersonal – common courtesy, tact and confidentiality, - Working in close proximity to and inspiring and motivating others	
Flexibility	- An ability to adapt successfully to changing circumstances, identify fresh approaches, and question traditional approaches and assumptions - Be prepared to work unusual hours in cases of operational necessity	