



ST ALBANS HIGH SCHOOL FOR GIRLS

JOB DESCRIPTION

Post / Job Title : Assistant Network Manager

The post reports directly to: Network Manager

Overview:

Primarily to support the Network Manager in the continued development and maintenance of the academic and non academic computer network systems, the role operates as a second line support for all users of the school system and will involve good communication skills to a variety of skill levels. This extends to providing ad hoc IT training throughout the year and key INSET sessions.

The School operates a continually evolving heterogeneous network infrastructure (although primarily Microsoft) which requires the post holder to be responsive to new developments and be prepared to contribute to the development of new systems and solutions.

Main Responsibilities:

- Desktop and application support
- Server and network support
- Configuration and installation
- Continuity, maintenance and security
- Assist in strategic planning
- Assist in maintaining network documentation
- Provide 2nd line support to IT technician for classroom, general IT & AV support.
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Knowledge:

- Microsoft Windows Server 2003/8/ 8R2 and future releases
- Microsoft Desktop Operating systems , e.g. Windows XP and Windows 7, Windows 8
- Apple OSX and iOS
- SQL 2005/8
- Exchange 2010
- Citrix XenServer
- SAN/LAN/WAN/Wifi
- Microsoft Office 2007/2010/2013
- IT Degree Qualified or suitable IT qualification in some or all of the above.
- 2nd line Support for various Hardware, e.g. PC, Laptops , Projectors, Servers
- Knowledge of Web based applications, e.g. VLE , website to provide 2nd line support for such applications

POST TITLE:

Assistant Network Manager

Persons Specification

This is for information only and should be retained by the applicant.

Characteristics	SPECIFICATION	
	ESSENTIAL	DESIRABLE
Skills / Abilities	Good interpersonal, written and oral communication skills. Team player – an ability to influence and work with others' knowledge and skills. An ability to gather and analyse relevant information. Good planning, organisational and problem handling skills. Ability to work to deadlines	
Knowledge	Networking technologies and related IT applications and standards. Knowledge of networking technology and at least two of: • Windows Server environment, 2003 & above • Application Servers, e.g. Linux, • Microsoft Office • Desktop PCs, Laptops & mobile devices • Apple Mac workstations • Internet/Intranet • Relevant network and WIFI management application & tools, e.g. Burconix, and internet filtering systems, e.g. Smoothwall	Knowledge of Network Infrastructure design Project Management and IT Service Management methodologies. PRINCE2 & ITIL Knowledge of Virtual Learning Environment (VLE) e.g. Frog
Qualifications	Degree or equivalent.	Professional or technical/vocational qualification, e.g. Microsoft certification
Experience	Relevant training and at least two year's work experience using and developing IT networks.	Working in Education Sector
Qualities	Self-starter. ,Uses initiative. Systematic, Flexible approach to work. Keen to learn, Commitment to service users and to self development.	
Special conditions	None.	