

RAINHAM MARK GRAMMAR SCHOOL

JOB DESCRIPTION

Post Title: ICT Network Manager

Responsible to: Business Manager

Grade: B2 points 32 - 41 currently (£27,924 - £35,662) - Full time

Job purpose

The ICT Network Manager is responsible for:

- Working with her/his line manager and the senior leadership team to develop and maintain high quality ICT networks and systems, which are regularly reviewed to ensure that the school's needs are met.
- All aspects of hardware and software including installation, operation, upgrades, repair and replacement.
- Securely maintaining information held on the school's database system/s including archive files and historical data.
- Providing technical advice, training and assistance in ICT related matters to staff and students.
- The line management of all ICT technicians and any other staff falling under her/his remit including their induction, training and appraisal.
- Ensuring that health and safety requirements and other relevant regulations are in place and adhered to.
- Supporting and encouraging the school's ethos and its objectives, policies and procedures.

Duties and responsibilities

Main duties and responsibilities are indicated below. Other duties of an appropriate level and nature may also be required, as directed by the headteacher and her/his line manager. Please note that the post holder may be required to work outside of normal school working hours for extended school status activities, school events, meetings and emergencies.

Conditions of employment

- The above responsibilities are subject to the general duties and responsibilities contained in the written statement of conditions of employment (the contract of employment).
- S/he is required to support and encourage the school's ethos and its objectives, policies and procedures as agreed by the governing body.
- S/he shall uphold the school's policy in respect of child protection and safeguarding matters.
- S/he shall be subject to all relevant statutory and institutional requirements.
- S/he may be required to perform any other reasonable tasks after consultation.
- This job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so constructed.
- This job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once a year and it may be subject to modification at any time after consultation with the post holder.
- All members of staff are required to participate in the school's appraisal scheme.

Job specification

Operational

- S/he shall establish and maintain good relationships with all students, colleagues and other professionals.
- S/he shall organise and monitor the workloads of ICT technicians and any other staff falling under this post holder's remit to meet departmental needs including cover for absences, delegating tasks appropriately.
- S/he shall manage and assist in the operation of the school's information and communication networks, undertaking appropriate repairs as necessary.
- S/he shall manage the effective development of the school's information and communications networks including the school website in liaison with her/his line manager and the senior leadership team (SLT).
- S/he shall advise and assist her/his line manager and the SLT on hardware and software issues within the school including any ICT developments, relevant bids and identification of suppliers.

RAINHAM MARK GRAMMAR SCHOOL

- S/he shall regularly monitor and review the performance of suppliers against contracts and service level agreements, reporting issues to her/his line manager.
- S/he shall assist administrative staff with hardware and software operations as required by her/his line manager.
- S/he shall ensure that staff and students have a satisfactory, robust, reliable and secure ICT environment, including back-up schemes for the curriculum and administration ICT environments.
- S/he shall organise and manage the installation and configuration of hardware and software as required including new releases, testing and training for staff and students.
- S/he shall monitor the performance of hardware, software and networks and report as required.
- S/he shall identify problems and ensure their prompt resolution, advising her/his line manager of issues, potential improvements and projected developments.
- S/he shall manage the maintenance of a log of problems experienced, changes and their resolutions.
- S/he shall maintain and update plans and drawings of locations of equipment, switches, cabling etc.
- S/he shall co-ordinate the provision of live operational scheduling and monitoring as required, including integrity checking for archive/back-up data, data export for networks and other regular housekeeping and maintenance procedures.
- S/he shall ensure security of work on the network by maintaining a regular programme of backing-up including taped back-ups and mirrored hard drives, setting and monitoring access levels of all users, and ensuring that anti-virus software, systems and procedures are in place.
- S/he shall co-ordinate the safe receipt and storage of hardware, software and consumables including any necessary unpacking and installation.
- S/he shall manage and maintain accurate and up to date inventories and records of all ICT hardware and software on site including signing resources out/in to staff, for example, laptops and digital projectors.
- S/he shall manage the checking and re-fitting of toner and cartridges and the carrying out of periodic printer maintenance within the school such as head cleaning and alignment.
- S/he shall ensure that appropriate records and filing systems are maintained and that these are checked on a regular basis.
- S/he shall manage stock including ordering, returns, liaising/negotiating with suppliers.
- S/he shall manage, in liaison with line manager and SLT, the project planning of ICT developments by establishing required development/resourcing plans as required.
- S/he shall ensure that the school's website is maintained and updated as required
- S/he shall monitor and manage the use of the internet within the school and report issues to her/his line manager.
- S/he shall manage staff and student accounts and where necessary add new members of the school community and organise the archiving of user materials from school leavers before removal of their user accounts.
- S/he shall support the delivery of INSET programmes for staff and assemblies as required.
- S/he shall contribute and participate in staff working groups as required.
- S/he shall establish in liaison with her/his line manager contingency plans in case of emergencies including power cuts, system faults and equipment damage.

Personnel

- S/he shall identify training needs of ICT technicians and any other staff falling under her/his remit and organising appropriate development opportunities in liaison with her/his line manager.
- S/he shall complete appraisals for ICT technicians and any other staff falling under her/his remit, including the setting of appropriate targets.
- S/he shall maintain attendance and training records for ICT technicians and any other staff falling under her/his remit.
- S/he shall be involved in the recruitment of ICT technicians and any other staff falling under her/his remit when required.

Administrative

- S/he shall undertake and ensure that all administrative duties, checks, documentation, reports and returns (internal and external) are completed accurately and submitted within required deadlines.
- S/he shall collate information, statistics and prepare reports as required by her/his line manager, the headteacher and the governing body.

RAINHAM MARK GRAMMAR SCHOOL

- S/he shall undertake responsibility for all necessary administration relating to areas within her/his remit.
- S/he shall process, input, extract and analyse information from school's database system/s as required.
- S/he shall ensure compliance with data protection regulations.
- S/he shall deal with correspondence promptly and as required.
- S/he shall manage stocktakes of all resources and equipment and ensure inventories are kept up to date.

General

- S/he shall attend parents' evenings, open days, school events and meetings as required.
- S/he shall ensure that financial procedures such as placing purchase orders and authorising invoices for payment are carried out as required.
- S/he shall be responsible for the effective management of budgets within her/his remit and negotiate best value rates with contractors and suppliers.
- S/he shall attend relevant meetings and training sessions as required.
- S/he shall arrange and provide training sessions for staff to ensure that they are aware of associated procedures and regulations.
- S/he shall keep abreast of developments, current initiatives and changes in her/his field and communicate to staff as appropriate.
- S/he shall support the headteacher and her/his line manager in advising the governing body and its committees as appropriate.
- S/he shall implement, in conjunction with appropriate staff and members of the SLT, all health and safety procedures and requirements.
- S/he shall seek, consider, and act upon professional support and advice as required and in liaison with her/his line manager.
- S/he shall arrange ICT provision for school and public examinations and tests as required.

ICT NETWORK MANAGER: PERSON SPECIFICATION

Essential	Desirable	Evidence
Qualifications and experience:		
- Studied to a minimum standard of GCSE (grade A*–C) or equivalent, in English and mathematics. - ICT related qualifications. - Evidence of successfully managing ICT network/s, hardware and software functions in order to support the day-to-day operation of an establishment/company. - Experience of managing change and implementing new systems/procedures/controls. - Experience in the line management of staff.	- Further or higher education qualifications relevant to the field. - Experience of website design and maintenance. - Experience of training staff in ICT. - Experience of working in a school or similar establishment. - Customer service or Help Desk support experience. - Certification in MCITP, MCSE, CCNA or equivalent.	Application form Letter of application References Interviews Certificate/s (to be available at interview)
Knowledge and skills:		
- Ability to build and form good relationships with colleagues and students. - Able to lead, develop and motivate a team of staff, delegating duties as required. - Ability to work constructively as part of a team, understanding school roles and responsibilities including own. - Ability to improve own practice / knowledge through self-evaluation and learning opportunities. - Ability to absorb and understand a wide range of information. - Very good analytical and problem solving skills. - Good standard of numeracy and literacy skills. - Good verbal and written communication skills appropriate to the need to communicate effectively with colleagues, students and other professionals. - Significant working knowledge of a range of ICT software, hardware and other resources including servers, router and switches. - Thorough understanding of networks, LAN, WLAN, VPN and Internet topologies, protocols and techniques together with proven technical background in desktop computers and peripherals. - Experience in running a Microsoft based network running a Virtual Platform. - Technical knowledge of operating systems which include Windows7/10 and Server 2008 to 2012 and Mac OS - Managing and monitoring a budget, and providing required reports.	- Working knowledge of relevant policies, procedures, codes of practice, and awareness of relevant legislation eg concerning licences and data protection. - Experience of working with SIMS. - Knowledge of TCP/IP and firewalls. - Active Directory and Group Policy, SQL	Application form Letter of application References Interviews

Essential	Desirable	Evidence
Personal qualities:		
• Ability to show initiative and to prioritise one's own work and that of others even when under pressure. • Able to follow direction and work in collaboration with line manager. • Able to work flexibly to meet deadlines and respond to unplanned situations. • Efficient and meticulous in organisation. • Desire to enhance and develop skills and knowledge through CPD. • Ability to reach and bend, and to carry out some heavy lifting/moving of equipment. • Commitment to the highest standards of child protection and safeguarding. • Recognition of the importance of personal responsibility for health and safety. • Commitment to the school's ethos, aims and its whole community.		Application form Letter of application References Interviews