



TRUST NETWORK MANAGER

JOB DESCRIPTION

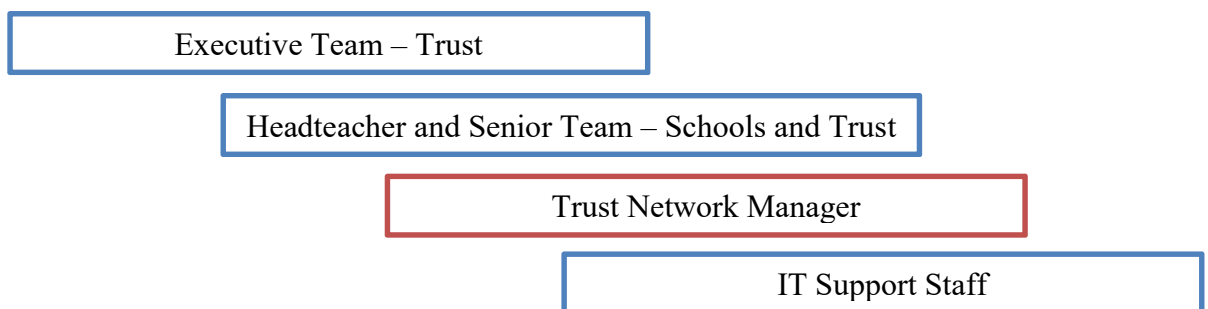
Line Managed by: Executive Team – Every Child Every Day Trust
Line Manager for: IT Support Staff / Technicians
Salary Scale: NJC Grade K (SCP 45 – 50) £50,826 - £56,100
Working patterns: 52 weeks per year including some out of hours working.
Annual Leave 29 days
Based at: *Grey Court School with requirement for multisite working.*

Job Purpose

To lead, manage and support all technical aspects of curriculum and administrative IT within the Every Child Every Day Academy Trust. Spearhead the development of IT and keep the schools and trusts in the trust at the forefront of technology.

Work across the sites developing strategies to develop the infrastructures of the schools and trusts in the trust to a premier standard, save costs and achieve best value. Lead the vision to integrate systems working towards a fluid, unified and practical system.

Line Management Chart



The Trust

Founded in 2016 as a federation between Grey Court Schools and trust (Richmond) and The Hollyfield Schools and trust (Kingston upon Thames) Every Child Every Day is a small trust with big ambitions for its young people and community. In 2018 Chessington Scholl (Kingston upon Thames) became an associate member and we now serve over 3000 young people and nearly 400 employees across three sites. As you will no doubt have gathered from our name we are clear of our moral purpose; to ensure that every child in our schools and trust gets the very best education to ensure the widest of life opportunities.

The Role

- Leading IT strategically and operationally across three schools and trusts
- Line managing a team of IT support colleagues across three schools and trusts
- Delivering excellent IT that enhances the learning of all of our young people

Key Responsibilities

- Manage day-to-day running of all the schools and trust systems ensuring smooth operations
- Ensure that all IT systems are fully operational at all times and to respond to staff and student requests for assistance in a timely manner
- Design and recommend medium and long term IT strategies to keep the schools and trust up to date with developments in IT including provision of advice on emerging technologies
- Plan for major developments of IT systems and project manage their implementation
- Prepare financial plans of trust wide IT systems and future developments or upgrades to ensure best value for the schools and trust's in the trust
- Collaborate with the Leadership Teams to design and implement policies for the use of IT to keep users safeguarded and data secure
- Advise the Senior Leadership Teams on the implementation of ICT policies and procedures
- Design, implement and manage the network infrastructures leading to enterprise class production environment standards in order to fully meet and futureproof schools and trust needs
- Develop relationships with suppliers, liaise and manage external contractors
- Develop the Schools and trust's Google platform driving the move to cloud services

ICT Development and Maintenance

- Produce and analyse reports on support requests for management purposes; advise the Senior Leadership Teams on possible training activities based on support log analysis
- Design, implement, monitor and review schools and trust procedures for managing and recording installations and configuration changes
- Upgrade and manage active network components including switches and routers; install additional servers, keep the network operating system up to date and oversee the maintenance of network workstations
- Provide third level in-schools and trust support for more complex requests; perform advance troubleshooting on PCs, peripherals and applications. Advise on compatibility of hardware, applications and operating systems, according to user requirements
- Design and implement the schools and trusts security, redundancy and back-up systems and plan disaster recovery contingencies to enable an efficient return of service after any unforeseen system outages
- Evaluate, manage and implement the Schools and trust's software ensuring that inventory, licensing and security are kept up to date
- Carry out ICT Audits and Health checks to identify areas of vulnerabilities and concerns
- Identify, plan and cost for IT developments and upgrades in line with strategies, changes to the infrastructure and new technologies
- Ensure appropriate security measures and protection is in place to safeguard the networks and in turn stakeholders data and end users
- Manage the range of hardware keeping an updated inventory at all times
- Manage the functioning and deployment of applications
- Assist and develop policies for best practice in IT e.g. acceptable use, e-Safety
- Research, recommend and implement new technologies and initiatives
- Ensure the legal and contractual obligations relating to IT resources, GDPR, Data Protection, software licensing, systems and services are met
- Design, implement and regularly test security and backup systems to enable an efficient return to service after any unforeseen event
- Maintain an appropriate level of spares
- Manage the IT budgets and achieve best value in procurement

Infrastructure Management

- Ensure all schools and trust ICT systems are fully operational at all times
- Manage the schools and trusts telephony systems (Mitel 3300 / LGfL VOIP)
- Oversee schools and trust printing solutions (Papercut), develop follow-me printing and implement procedures to reduce costs
- Ensure all current and planned web-based technologies remain fully operational
- Manage Microsoft technologies such as Active Directory, Group Policy, SCCM, SQL and any other relevant network services

- Manage LGfL resources, internet access filtering, email filtering and other related monitoring systems
- Monitor, maintain and develop the CCTV equipment
- Manage and maintain the Apple IT suites, iPads and other portable devices
- Manage the schools and trusts digital signage systems
- Manage the Anti-Virus system, remediate any issues and plan for worst case scenarios
- Upgrade relevant systems out of normal business hours to ensure minimum downtime for staff during critical periods
- Manage the schools and trusts Management Information Systems, (including SIMS) and any other related schools and trust systems
- Maintain the Schools and trust's internet access, email and filtering and related monitoring systems
- Manage and maintain the schools and trust website ensuring it is kept current and up-to-date

Technical Support, Training and Development

- Attend relevant courses, training sessions and meetings
- Hold training sessions for both IT Support staff and end users on schools and trust technologies based on the requirements of the schools and trust
- Develop the expertise of IT staff with training plans and professional reviews as well as keeping abreast of IT technology developments
- Conduct training on appropriate use of ICT resources; document systems and procedures
- Lead and manage the work of the IT Technicians and oversee their training
- Maintain users and carry out training to enable users to access systems efficiently including remote access
- Respond effectively and efficiently to requests from staff, students and visitors for assistance and maintain the helpdesk system
- Facilitate the use of ICT in all curriculum areas and support staff with ICT related problems
- Support non-specialist teachers using ICT rooms by arrangement
- Help students sent for ICT assistance, including any support for lunchtime clubs
- Liaise with Network Managers in other Schools and trusts
- To undertake available training opportunities and demonstrate a commitment to continuous development
- Be aware of and comply with all safeguarding policies and reporting safety concerns to the DSL - spearheading any IT requirements to ensure the protection of all children

To undertake other additional reasonable tasks as may be required by the Schools and Trust at the discretion of the Trust Management.