

JOB DESCRIPTION AND PERSON SPECIFICATION FORM

Job description The School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.	
Summary of the role:	Hours of work: Full-time Salary: £28,000 to £33,000 depending on qualifications and experience
Reporting to:	Head of Computing and Digital Strategy
Functional Relationships with:	• Bursar (for network infrastructure matters) • Head of Digital Strategy • Senior Leadership Team • IT Technician • Teaching and support staff • External support contractors
Line management duties and responsibilities	IT Technician / IT Support Team

Main Responsibilities:	The IT Network Manager will support and report to the Head of Digital Strategy to: • Promoting and safeguarding the welfare of children and young persons for who you are responsible and with whom you come into contact. • Ensure the smooth operation of the Schools IT systems to support education on a day-to-day basis. • Develop systems to ensure current and future needs are met. Support the administrative functions of the School. Provide technical advice and guidance to the Head of Digital Strategy, Senior Leaders and governors during procurement exercises. • Develop coordinated planning based on the School's educational objectives and timetable. To feed knowledge of technology into the development of the educational objectives. • Plan for major developments of the IT service and manage projects and their implementation with the Head of Digital Strategy. • To take responsibility for all IT systems, software, processes and hardware within the School. • Take responsibility to support the School's educational objectives and provide a safe, efficient and robust IT environment for staff and pupils.
Role Responsibilities:	<u>IT Support</u> • Proactively monitor and manage IT Support, ensuring that available resources are fully utilised to provide prioritised resolution. • Ensure the IT support team provides helpful, positive, timely helpdesk support giving reassurance and taking measures to lower staff and student anxiety. • Manage, prioritise and solve day to day incidents with the IT team via the helpdesk. • Be a point of escalation for any ongoing or complex IT issues undertaken by the IT support team. • Provide teacher technical support as required. <u>IT Security</u> • Ensure that the stakeholders are fully protected via secure appropriate factor authentication login, email filtering, website control and user data backup, constantly revising and improving procedures and policies.

	<u>Budget Responsibility</u> • Provide input into the annual budgetary process and monitor IT Budgets throughout the year. • Be responsible for the best value procurement of IT hardware, software licensing and support from third parties within agreed levels of delegated financial authority. • In accordance with budgetary allocation procure necessary licence, software and hardware through Head of Digital Strategy to support the School's Digital Strategy. <u>Management</u> • Lead and manage IT support team, including their performance management and being proactive to support their wellbeing. • Complete a daily schedule of tasks including backup monitoring, checking for viruses and making sure that servers are operating correctly. This will include checking that all areas are functioning to the standard format; servers, workstations, stand-alone workstations and peripherals. • Maintain an up-to-date inventory of all IT hardware and software. Store all licences and software safely within the department and maintain an accurate serial number database. • To ensure that all IT equipment is protected from theft and tampering by the provision of adequate security measures. <u>Technical</u> • Maintain the smooth running of the network and user areas for staff, pupils, hirers, and administration. • Undertake general maintenance and fault-finding tasks for all IT equipment prior to seeking additional technical support from suppliers. • Installation of software both new and up-grades as required. • Commissioning all hardware including adding peripherals. • Undertake a programme of routine cleaning of monitors, keyboards, screens, which should include operator self-cleaning instruction. • Assist with the production of school materials as required by teaching and administrative staff. This includes the School's web site. • Plan and lead various upgrade and installation projects performed by the IT support team throughout the year to cause as little disruption to the learning and running of The Peterborough School as possible.
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	• Plan, Course and install network upgrades, in close liaison with outside contractors when required. • Maintain, upgrade and repair a wide range of hardware including but not limited to PCs, Servers, IP Phones, Servers, Printers, Projectors, Tablets, iPads and Mobile Phones. <u>Professional Development</u> • Attend training sessions, maintaining a full knowledge of the in-use network and other IT systems. • Keep up to date with Network Systems and support documentation.
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You may also be required to undertake such other comparable duties as the Head requires from time to time.

Person Specification		
	Essential	Desirable
	These are qualities without which the Applicant could not be appointed	These are extra qualities which can be used to choose between applicants who meet all of the essential criteria
Qualifications	<i>The professional, technical or academic qualifications that the Applicant must have to undertake the role or the training that they must have received.</i> • MCSA in Windows Server 2016 • MCP in Office 365 • MCP in windows 7, 10	<i>The professional, technical or academic qualifications that the Applicant would ideally have to undertake the role or the training that they should ideally have received</i>
Experience	<i>The categories of work or organisations, types of achievements and activities that would be likely to predict success in the role.</i> • Experience of managing an IT Network	<i>The categories of work or organisations, types of achievements and activities that would be likely to contribute to success in the role.</i> • Experience of working within a School environment.
Skills	<i>The skills required by the Applicant to perform effectively in the role.</i> • Be aware of Health and Safety issues and work Strictly to Health and Safety guidelines • Be able to manage and control budgets in a cost-effective manner. • Be able to develop IT and network related policies. • Show an awareness of future trends within the industry. • Maintain network security and quality control. • Exercise absolute discretion when dealing with sensitive and confidential data.	<i>The skills that would enable the Applicant to perform effectively in the role.</i> A working experience or knowledge of: • Hyper-V • DHCP, DNS, Domain and Network Services • Firewall administration • Wireless Network management • Windows Server 2016 • Windows 10 • Microsoft Windows Update Services (WSUS) • Active Directory • HP Aruba switches & Routers • Office 365 Administration • Windows Deployment Server • Windows Group Policy • SQL 2005/2008 Administration • Telephony

Knowledge	<i>The knowledge required by the Applicant to perform effectively in the role</i>	<i>The knowledge that would enable the Applicant to perform effectively in the role</i>
Personal competencies and qualities	<i>The personal qualities that the Applicant requires to perform effectively in the role and to ensure that the Applicant safeguards and promotes the welfare of children and young people.</i> • motivation to work with children and young people. • ability to form and maintain appropriate relationships and personal boundaries with children and young people. • ability to work effectively as part of a team. • Possess high levels of organisation and the ability to plan complex projects. • Be personable and courteous to others. • Place a high value on personal integrity and honesty. • Be self-disciplined and a good timekeeper. • Be hard working and self-motivated. • Display loyalty and commitment to the organisation. • Be discrete and show awareness of others' feelings. • Have an ability to learn quickly and through one's own initiative	<i>The personal qualities that would assist the Applicant to perform effectively in the role</i>