

Blossom Federation

Daubeney, Sebright and Lauriston



The purpose of the Job Description and Person Specification is to provide information about the role and the skills a successful candidate must have.

Note for recruiting managers: If you are recruiting for an existing post, reuse the Job Description and Person Specification that already exists for the job.

Job details

Job title:	ICT Network Manager
Directorate:	The Blossom Federation of Daubeney, Sebright & Lauriston Schools and Children's Centre's
Reporting to:	Federation Business Manager
Grade:	PO4

Job description

Purpose of the post:	• Responsible for the management, installation, maintenance, availability and security of the federation's network, hardware and software. Working closely with the Executive Head Teacher/Federation Business Manager to take a lead in ICT specialist area. • To ensure the smooth running of the federation, having responsibility for the network, affecting both the curriculum and administration. • Responsible for the strategic development and management of the federation ICT infrastructure and support service. • Day-to-day management of ICT support for the federation and its schools and children's centres. • Development of ICT resources. • Strategic development of ICT capacity, ensuring the federation's resources and services are fit for purpose and support future development.
----------------------	---

Main duties
and
responsibilities

Strategic planning and leadership:

- Accountable for developing and implementing an ICT strategy that serves the federations current needs and supports its future development.
- Develop a long-term strategic plan for ICT resources and services across the federation that supports the federation's wider strategic planning, vision and aims
- Contribute to the federation's business planning and risk management exercises, including taking action to mitigate risks where necessary, such as cyber-security risks
- Support the development of the federation's disaster recovery, business continuity and other plans, advising on issues related to ICT
- Develop, implement and monitor relevant policies, including those on digital education platforms, remote access, bringing your own device to work, cloud storage, ICT asset management and secure disposal, cyber-security and other relevant policies.
- Advise federation leaders on all aspects of ICT strategy and management, supporting effective leadership at all levels of federation operations
- Keep up to date on developments in technology for the education sector, alerting federation leaders to developments that could support the federation's work
- Develop and maintain strong relationships with relevant external organisations
- Work with other federation leaders to develop and extend ICT knowledge and capabilities across the federation
- Manage the work of any IT personnel, taking responsibility for their professional development and performance management
- Implementing large ICT projects (such as digitisation of records or migration to cloud storage)

ICT resource and service management:

- Accountable for managing the federation's ICT resources, and for overseeing the delivery of a high-quality ICT support service.
- Lead on server and network support.
- Develop and implement an asset management system for ICT resource, including maintaining an accurate inventory of equipment
- Keep accurate records related to the purchase or loan of ICT resources, including records related to warranties
- Plan, implement and record changes to hardware and software resources as required

- Oversee procurement processes for ICT resources, ensuring these achieve value for money
- Oversee the maintenance of ICT resources, including ensuring appropriate disposal of ICT assets when necessary
- Manage health and safety issues related to ICT, including doing risk assessments and ensuring regular electrical testing
- Manage the federation's management information system, SIMS & FMS, including user permissions, training and support
- Manage access to the federation's ICT network, creating user accounts and ensuring appropriate access rights in line with the federation's policies
- Take responsibility for the security of the federation's ICT systems, including ensuring appropriate anti-virus and encryption measures are in place
- Work with the federation's data protection officer to ensure that the federation's ICT systems reflect appropriate data protection measures and good practice
- Manage the federation's contracts and service level agreements for outsourced ICT support and services, including ensuring that contracts achieve value for money and standards of service quality are high.
- Manage relationships with the federation's external suppliers and contractors
- Design, implement and monitor a system for responding to support requests, recording ICT casework information, and reporting on support requests to support continued improvement.
- Manage the federation's printing solution.
- Manage and maintain the federation access control system.
- Manage the federation telephony system.
- Undertake upgrades out of normal hours to ensure minimum downtime for staff.
- Manage and maintain the federation's mobile devices e.g. Apple/Chrome
- Manage Microsoft technologies such as Active Directory, WSUS, WS, Exchange online, Azure and any other relevant network services.
- Manage cloud technology such as Google Workspace and Office 365

Infrastructure and Maintenance:

- Responsibility for the ICT budget.
 - Manage the federations network infrastructure, servers and workstations.
-

- Provide advice on networking, purchasing and any relevant contractors.
- Develop hardware, software and the network solutions throughout the federation, to meet curriculum and administrative needs.
- Ensure that the network is operational during access hours and appropriate back-up protocols are implemented.
- Responsible for regular maintenance programme and resolving failures in hardware and software and ensuring appropriate “housekeeping” tasks are implemented.
- Monitor the use of hardware and software and ensure all software is licensed.

Development:

- Develop, implement and monitor the federation’s practices for data protection, internet use, e-mail, security and ICT resource management.
- Ensure the preparation and maintenance of documentation, manuals and user notes.
- Support and represent the federation at meetings.
- Train staff on a wide range of applications used in school.
- Produce audits and reports on ICT use and costs to demonstrate best value in provision of products and services.
- Responsible for setting up security parameters and ensuring virus checks are implemented.

This is a description of the main duties and responsibilities of the post at the date of production. The duties may change over time as requirements and circumstances change. The person in the post may also have to carry out other duties as may be necessary from time to time.

General requirements	• Take part in the federation’s performance management system. • Attend governing body meetings on a regular basis. • Enhanced DBS Check. • Strong commitment to furthering equalities in both service delivery and employment practice. • You must promote and safeguard the welfare of children, young and vulnerable people that you are responsible for or come into contact with.
----------------------	--

Job	ICT Network Manager
-----	---------------------

Person Specification

	Essential	Desirable
Qualifications		
1. Hold a recognised computer or network management qualification, at NVQ level 3 or 4 or equivalent experience.	✓	
Experience		
2. Considerable experience in network management.	✓	
3. Experience of installing and configuring computer hardware and software and managing projects.	✓	
4. Experience of designing, configuring and managing networks.	✓	
5. Experience of procurement and budget management.	✓	
6. Experience of working in a learning environment.	✓	
7. Experience in the use of SIMS.		✓
Knowledge		
8. Understanding of client/server architecture.	✓	
9. In-depth knowledge of computer systems/networks and a range of software applications.	✓	
10. Understanding of health, safety and welfare regulations and best practice affecting ICT.	✓	
11. Understanding of Data protection/GDPR requirements.	✓	
Skills		
12. Good literacy and numeracy skills.	✓	
13. Able to communicate and explain computer systems and procedures to adults and pupils.	✓	

Skills		
14. Exhibit excellent customer care skills.	✓	
15. Able to solve problems and design solutions and demonstrate ICT support skills.	✓	
16. Able to work constructively as part of the wider school team.	✓	
17. Able to plan and prioritise own work programmes and those of others, work to deadlines and manage conflicting priorities.	✓	
18. Able to undertake administrative management tasks.	✓	
19. Able to keep accurate records and work within agreed frameworks.	✓	
20. Committed to equality of opportunity	✓	
21. Able to respond to speedy changes in technology and learn and apply new solutions.	✓	