

Lancashire County Council

Role Profile - Operational Context Form

Post title: Network Manager					
Directorate: CYP			Location:	Schools	
Establishment or team:				Post number:	
Grade:	Grade 7	Staff responsibility:		Essential Car user:	
Purpose of the role (job statement) To develop and implement the school's ICT strategy and service provision including managing all aspects of ICT technical support in the school, including the work of ICT technician(s).					
Accountabilities/Responsibilities – appropriate for this post: Key duties: 1. Develop school policies and procedures for the use of ICT within the school environment 2. Maintain a comprehensive database of all support requests 3. Manage the work of staff providing technical support to staff and pupils allocating jobs 4. Identify school staff training issues and deliver appropriate training 5. Create and manage all network user accounts, ensuring correct access rights and audit as required 6. Ensure data stored on the system is current and out of date data archived 7. Design and implement changes to the schools ICT software and hardware and liaise with consultants on the specifications of new software / hardware as appropriate 8. Procure ICT equipment on behalf of the school which may include managing associated budget. 9. Carry out audits of student and staff internet usage, add filters where necessary and report as appropriate in line with school policy. Individuals in this role may also: 1. Advise teaching staff on the likely compatibility of new software / hardware, install software / hardware as requested by teaching staff, and maintain a record of all installations carried out 2. Manage the ICT Network for a cluster of schools.					
Additional supporting information – specific to this post. Indicative knowledge, skills and experience • Experience in all aspects of ICT technical support. • Working at or towards national occupational standards (NOS) for IT Professionals and knowledge / skills equivalent to current national qualifications in ICT Level 4 and / or vendor qualifications for the specific hardware / software used.					
Prepared by: EPR Team			Date:	24/08/2011	

The above form sets out the area of work in which duties will generally be focused, and gives an example of the type of duties that the postholder could be asked to carry out. **PLEASE NOTE** that this is for guidance only. Postholders are expected to be flexible and to operate in different areas of work/carry out different duties as required.

Equal opportunities

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

Health and safety

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must co-operate with us to apply our general statement of health and safety policy.

Safeguarding Commitment

We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

Customer Focus

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Skills Pledge

We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and /or numeracy if they do not have one already.

Attendance

Good attendance enhances the service delivered by schools, minimises staffing difficulties and ensures best value to the school. It is essential that applicants for positions in this school can evidence a previous satisfactory attendance record/commitment to sustaining regular attendance at work.

Grade Profile

Level One – Technical/Professional (Grade 7)

Level One Purpose Practitioners who carry out routine technical activities and specialised support to a relevant professional area. Working under supervision and mentoring.
Scope of Work Roles are generally reactive and work within established Council systems and procedures, to an agreed quality standard or specification, under the general guidance of more experienced colleagues. Roles may deal with complex issues that need a degree of diagnosis and analysis in order to recommend the best course of action. Communication skills are important as role holders will be interacting with internal and external 'customers' regularly.
Accountabilities/Responsibilities ▪ Select appropriate procedures to independently carry out specified technical tasks of a low risk nature (e.g. designs, inspections, assessments, analyses) to produce the required technical output (e.g. identification of customer needs, implementation of routine service processes). ▪ Undertake specialised technical and analytical support activities to assist professional colleagues in delivering more complex services. ▪ Provide timely collection, processing and simple analysis of routine technical data and follow up on discrepancies/omissions to support the delivery of services. ▪ Provide information and practical, routine advice to customers by interpreting established procedures and applying best practice within technical field. ▪ Provide technical guidance and resolve non-standard issues for more junior non-technical staff to ensure customer and service issues are effectively resolved. ▪ Keep up to date with changes in policy/legislation/contractual requirements to ensure service delivery is effective and complies with appropriate regulations, quality standards and service level agreements.
Skills, knowledge and experience ▪ Detailed knowledge of the practical application of specialised processes/procedures relevant to the role, typically gained through extensive practical experience. ▪ Relevant vocational qualification or technical training. May be working towards a professional qualification or be of graduate entry level. ▪ Experience of working independently with relevant specialised systems, equipment and/or IT software. ▪ Analytical skills ▪ Ability to clearly explain technical issues to non technical users ▪ Empathy and sensitivity to the needs of individual customers ▪ Up to date knowledge of relevant policy, technical, regulatory or professional framework. In addition to the skills, knowledge and experience described, you may be required to undertake a lower graded role as appropriate.
Performance Measures

- Quality of own work against legal, safety and best practice standards
- Adherence to internal/external quality standards if applicable
- Adherence to policies and procedures
- Accuracy and timeliness of information recording and processing
- Customer feedback