

MEADOW HIGH SCHOOL JOB DESCRIPTION

Job Title:	IT Network Manager
Grade:	SO2
Reports to:	Business Manager
Accountable to:	Headteacher and Board of Governors
Hours:	36 hours per week (52 weeks per year) on-site
Contacts:	Internal: Other school staff and pupils External: LA, Governors, Other schools, Contractors, Manufacturers and Suppliers, Members of the Public

Purpose of the Job

To proactively manage on a day to day basis and be responsible for an ICT infrastructure that is secure, reliable, robust and resilient and that supports all aspects of teaching and learning, along with operational and administrative support, across the school.

To manage and be responsible for, project management and procurement for all school-wide ICT projects.

To manage and be responsible for the IT support partner(s) to ensure the provision of a comprehensive and responsive technical ICT support service for the school.

To be a fully participating member of the school community, willing to promote the ethos of the school, and have a positive attitude to the special needs and learning difficulties that the pupils experience. The postholder would be expected to take an active interest in the daily life of the school and occasionally take part in activities – curricular and non-curricular – that take place during and after the school day.

Key Responsibilities

Network Management

The postholder will:

- Manage and be responsible for day to day IT Network Management and support of the school IT equipment and infrastructure including, but not limited to:
 - End-User Devices (workstations, tablets, laptops, AV, interactive touchscreens)
 - Meraki wired and wireless infrastructure
 - Servers and services including HyperV, RDS, WDS
 - The Google email system, Google Classroom and internet access
 - Management of mobile devices using Meraki

- Management of user permissions/access rights
 - Software, applications and licenses
 - Storage and management of data including backup and recovery
 - Telephony
 - Building Management system
 - Management Information Systems
 - Closed Circuit Television
 - Access Control
 - Managed Print Services
 - Cashless Catering
 - Hall Audio-Visual Equipment
- Manage and be responsible for the operation of the IT Service Desk
 - Manage and be responsible for providing onsite/remote reactive technical support to staff with IT problems.
 - Manage and be responsible for general maintenance of computer equipment and the resolution of identified technical problems.
 - Manage and be responsible for maintaining an IT equipment inventory and security marking, as part of the above asset management, for use in reports, warranty management, surveys, IT audits, planned maintenance, storage retrieval or secure disposal and for planning future equipment replacement when necessary.
 - Manage and be responsible for all IT staff e.g., IT technician/ junior tech/ apprentice support staff member.
 - Manage and be responsible for the project management of any future IT provision e.g., for any IT refresh, IT provision for school extension, expansion or relocation including new IP systems such as access control, CCTV, digital signage, tannoy and IP clocks.
 - Provide and be responsible for a clear IT usage policy that staff will sign to acknowledge they understand and monitor the usage of the IT systems.
 - Manage and be responsible for researching and providing a network monitoring system for servers and individual PCs
 - Manage and be responsible for installation and configuration of physical and virtual servers when the need arises
 - Manage and be responsible for the upkeep of the school website hosting and domain names
 - Manage and be responsible for the school email system
 - Manage and be responsible the upkeep and administration of the school website including hosting and domain user accounts
 - Manage and be responsible for onsite and offsite backup and system protection like antivirus
 - Manage and be responsible for the school broadband internet access and filtering
 - Manage and be responsible for the technical implementation of new systems and software and advise users on 'end user' implementation where possible
 - Manage and be responsible for and maintain a library of relevant technical literature for the use of all staff
 - Manage and be responsible for periodically reviewing the performance of IT support suppliers and annually recommending continuance or facilitate replacement if required in liaison with the ICT strategy group and Governors
 - Research, procure and implement assistive tech with guidance from therapy team members or external agencies

Strategy

- Work with the school leadership team to continue to develop the ICT vision and implement an ICT strategy that supports the key objectives of the school.
- Chair the ICT strategy group, where intelligence is gathered about the current and future needs of the school and make recommendations

Training

- To undertake training/attend courses, as appropriate.
- Provide scheduled group and/or one to one training with teaching staff on specific issues such as interactive media or mobile device use.

General

- To respond courteously to enquiries from the school community and external visitors as appropriate
- To undertake any other broadly similar duties as may be allocated from time to time.
- To assist with the organisation of social events
- To take part in staff meetings, both with internal staff and with outside agencies, at the request of the Headteacher
- Assist with displays and technical support at school events, some of which may occur in the evening or occasionally at the weekend
- Be responsible for undertaking general tasks which will promote the use of ICT across the school.

October 2022

Signed [post holder]

Date

SLT Countersignature

Date:

IT MANAGER: PERSON SPECIFICATION

Area	Essential	Desirable
Qualifications & Experience	Experience in ITIL service management. < Experience with Managing IT Projects A recognised IT qualification (Microsoft, CISCO, CompTIA). < Setting up and supporting servers with virtualisation software, and managing virtual machines. < Technical knowledge of Windows 10 and Server-based operating systems. Technical knowledge of Windows OS Deployment using MDT, Windows Updates and Antivirus management. Experience in IT team management. < Technical knowledge of virtualisation technologies such as HyperV. Experience in supporting school MIS systems and Finance systems < Experience in managing security within networks and devices including (but not limited to) Anti-virus, Malware, MDM, Encryption Experience with managing O365 and G-Suite, including office desktop products (e.g., word excel etc.). Knowledge and experience of education-focused web filtering systems. Experience with remote desktop systems such as MS Remote Desktop Services. General understanding of VoIP telephone systems. Experience in hosting websites & public DNS management. Experience in general server backups (physical & virtual) with software such as Windows Server Backup, Backup Exec, Veeam etc. Experience in the management and procurement of IT equipment and service and maintenance contracts. Knowledge of maintenance and security systems and procedures including CCTV, access control and BMS systems.	Prince 2 or similar project management certification. Experience in managing network switches using the web and command-line interfaces. Experience and knowledge of VLANs. Experience in managing wireless networks & RADIUS authentication. Experience in setting up and managing SharePoint/Teams. > Knowledge of maintenance and security systems and procedures including CCTV, access control and BMS systems. Experience in facilitating and supporting remote conferencing platforms (teams, mett, zoom)

Characteristics	Enthusiastic, motivated IT professional Professional, friendly & flexible approach to working hours Strong personal drive and willingness to get things done Exceptional customer service orientation Ability to present ideas in a business-friendly and user-friendly language Proven analytical and problem-solving abilities Good interpersonal skills, including the ability to work as a team member but also having self-motivation when working independently Openness to learning and change Empathy with staff, students & educational values	
Other	Possess a full driving license and have use of a vehicle for business purposes and appropriate insurance The post holder must be committed to the safeguarding and welfare of all pupils This post is subject to an enhanced Disclosing and barring service check The post holder must be willing to work evenings and weekends if required and be able to deal with emergencies outside of core hours	