

Network Manager

The Network Manager plays a key role in overseeing IT operations for a secondary school within the Xavier Catholic Education Trust (XCET). This position is essential to ensuring the delivery of exceptional IT support at the school, while also contributing to the successful implementation of the Trust's broader digital strategy. The role operates under the guidance of the Trust's IT Director and the Central Operations Team.

Responsibilities

- Ensure the IT team provide a consistent, high-quality professional service to all staff and students.
- Ensure data integrity through a range of measures including antivirus, network backup, replication and network security.
- Manage the school's service desk, ensuring tickets are being dealt with in a timely fashion.
- Ensure accurate call notes and resolution records are maintained.
- Where appropriate, escalate issues to the Xavier Central Operations Team, 3rd party support providers, and other stakeholders to seek resolution.
- Plan, organize, and direct the work of the school's IT staff.
- Provide support, advice, and resolutions to the school's IT staff.
- Develop and deliver training to IT staff on new technology and systems, as well as support procedures.
- Carry out annual appraisals with IT staff to review performance and set objectives.
- Manage IT software contracts procured at school level.
- Maintain accurate records of purchases made at school level.
- Manage the school's 1:1 student iPad refresh cycle.
- Maintain CCTV and access control systems.
- Ensure audio/visual systems are supported at key school events.
- Work with the school's IT strategy leads to ensure the school's needs are met.
- Proactively identify process improvement opportunities, including end-user training, tools and documentation.
- Monitor performance of IT assets across the school.
- Ensure the IT hardware and software asset registers are maintained to ensure legal compliance.
- Complete software updates when required.
- Ensure consistent documentation of all network changes made.
- Ensure that Trust standards and recommendations are met at school level.
- Maintain up to date knowledge of relevant IT legislation and Trust data protection policies.
- Ensure the use of IT systems across the school complies with Trust safeguarding policies and the staff code of conduct.
- Help evaluate and Implement new Trust IT systems.
- Support other Trust schools when requested.
- Establish positive relationships with the Central Operations Team and other Trust Network Managers.
- A commitment to safeguarding, with suitability confirmed through DBS checks and recruitment procedures

Person Specification – Network Manager

Education	Essential / Desirable	How Evidenced
Relevant professional IT qualification (ITIL, MCP, CCNA)	Essential	Application Form
5 GCSE Passes Including Maths & English (or equivalent)	Essential	Application Form
Evidence of continuous professional development and training	Essential	Application Form / Interview
Personal Attributes		
Proven analytical and problem-solving abilities	Essential	Interview
Exceptional customer service	Essential	Interview
Excellent organisation skills	Essential	Interview
High level of initiative	Essential	Interview
Excellent interpersonal skills	Essential	Interview
Commitment to working as a team player	Essential	Interview
Ability to work under pressure	Essential	Interview
Experience		
At least 5 years' experience in an IT support role	Essential	Application Form
At least 2 years' experience managing a team	Essential	Application Form / Interview
Extensive knowledge of modern Windows client and server based operating systems	Essential	Application Form / Interview
Extensive knowledge of computer hardware	Essential	Application Form / Interview
Excellent Active Directory, DNS and DHCP skills	Essential	Application Form / Interview
Expertise with Microsoft 365 Admin Centre Including Exchange / Teams / SharePoint Admin Centres	Essential	Application Form / Interview
Thorough knowledge of SCCM	Essential	Application Form / Interview
Solid knowledge of wired and wireless network technologies	Essential	Application Form / Interview
Experience of supporting HPE / Aruba switches and Access Points	Desirable	Application Form / Interview
Ability to support iOS devices through MDM software	Essential	Application Form / Interview
JAMF School MDM experience	Desirable	Application Form / Interview
Experience of virtualisation technologies	Essential	Application Form / Interview
Experience supporting 3CX VOIP systems	Desirable	Application Form / Interview
Familiar with ITIL best practice	Desirable	Application Form / Interview
An awareness, understanding and commitment to the protection and safeguarding of children	Essential	Application Form / Interview
Experience of working in an education setting	Desirable	Application Form / Interview