

Job Description

Post: IT Network Manager (Schools)

Salary/Grade	Grade G £33366 - £37938
Working time:	Full Time, 36 hours per week
Responsible to:	Head of IT/SNR Network Manager

Main purpose of the post:

- To take the lead in the support and maintenance of school IT client systems and applications.
- To develop, maintain and support the academy network infrastructure, servers and applications including cloud applications.
- To supervise and develop the school IT Technicians.
- To take a lead in IT projects and initiatives in the school.
- To manage IT budgets in consultation with the Head of IT.
- To represent the IT service in the school and communicate IT updates to senior leaders in the school.

Main duties:

1 Operational & Strategic Planning

1.1 To provide the lead on technical support and advice provided to the academy staff and students in line with the trust's IT Strategy and service level agreement for the department.

1.2 Projects & Upgrades

- Working with and assisting IT Teams in academies across the trust when required;
- Take the lead in the delivery of academy IT projects;
- Collaborate with third parties to introduce and improve IT services to the school in conjunction with Trust guidelines;
- Contribute to the production and implementation of the Trust IT Strategy.

1.3 Business Continuity, Maintenance & Security

- Implement the trust's backup, virus protection, security and e-Safety procedures;
- Note risks to ICT systems and suggest precautions; contribute to the production and testing of the trust's business continuity plan (BCP);
- Suggest improvements to backup, virus protection, and security and e-Safety policies.
- Ensure IT systems in the academy are kept up to date and meet cyber security requirements.

1.4 User Support & Request Management

- Lead the IT Support service in the school and encourage a customer focused environment;
- Effectively manage the relationships between the IT service and the staff and students in the academy.

1.5 Health & Safety

- Ensure basic safety checks are carried out and escalate problems as required;
- Follow relevant Health & Safety procedures and raise awareness among staff and students;
- Follow and comply with the Trust's policies and procedures and take responsibility for the duty of care in respect of the levels of Health & Safety across the Trust.

2 User Education & Training

2.1 Promote good inter-departmental knowledge sharing.

2.2 Be responsible for the management of CPD to the academy IT technicians.

3 Curriculum Provision & Development

3.1 Ensure all classroom IT facilities are well maintained and in working order;

3.2 Have an appreciation of the capabilities of the trust's IT services and infrastructure and role of IT in the curriculum;

3.3 Contribute to the continuous innovation of IT services to meet future needs of the curriculum;

3.4 Support the planning of and implementation for major developments of the IT services across the trust;

4 Staffing

4.1 Line-manage the school technicians and ensure a customer focused philosophy.

4.2 Encourage collaborative teamwork across the department and promote the sharing of good practice.

4.3 Keep professional and technical skills up to date, including emerging technologies

4.4 Participate in continual professional development and coaching and mentoring to enhance and share good practice.

4.5 To work across other areas of the Trust with reasonable notice.

5 Management Information & Administration

- 5.1 Log incidents and support requests, along with completion outcomes;
- 5.2 Maintain a database of licenses and contracts for IT and ensure the costs represent value for money.

6 Management of Resources

- 6.1 Manage, support and upgrade IT equipment and infrastructure across the academy;
- 6.2 Liaise with external organisations to resolve issues with equipment and software;
- 6.3 Manage the academy asset database and ensure it is kept up to date.

7 Students

Safeguarding

- 7.1 Commit to safeguarding and protecting the welfare of children and young people by ensuring effective implementation of the safeguarding policy and procedures;
- 7.2 Monitor student behavior and report e-safety concerns;
- 7.3 Ensure safety checks are carried out to equipment;
- 7.4 Provide technical support during any investigations arising from the implementation of the trust e-Safety Policy.

Discipline

- 7.5 Take responsibility for promoting good standards of behaviour and conduct in students by implementing and reporting breaches of the Student Conduct and Discipline policy;
- 7.6 Monitor the implementation of the IT Acceptable Use Policy and withdraw access rights for a student in respect of any abuses, reporting such breaches to the relevant curriculum staff.

8 Quality Assurance

- 8.1 Participate in the Trust's Performance Management Review system and have an annual review meeting with your line manager;
- 8.2 Keep a professional development file to record personal training and development.

9 Equality & Diversity

- 9.1 Create a purposeful, positive and supportive working environment, sensitive to equality and diversity;
- 9.2 Ensure that adaptations to IT equipment to support users with disabilities are maintained and are appropriate.

10 Communications

- 10.1 Attend events, briefings and meetings as part of the meeting schedule;
- 10.2 Use the Trust's systems, policies and procedures to communicate issues as necessary;
- 10.3 Support staff and students in the use of IT resources through direct interaction and by producing detailed help sheets.

11 Marketing & Liaison

- 11.1 Contribute to the marketing and promotion activities of the Trust and the Department;
- 11.2 Provide technical support at marketing events where required.

12 Personal Qualities

- 12.1 Work collaboratively as part of a team to share good practice;
- 12.2 Be prepared to work flexibly to support users and resolve problems to maintain a high level of service;
- 12.3 Participate in continual professional development and coaching and mentoring to enhance and share good practice;
- 12.4 Attend relevant courses and actively seek to broaden knowledge and skills relevant to responsibilities and Trust strategy/priorities in respect of IT;

13 Other

- 13.1 Contribute to the trusts mission and ethos and support its aims and objectives;
- 13.2 Follow and comply with the Trust's policies and procedures and outline in the staff Handbook and take responsibility for the duty of care in respect of the levels of Health and Safety across the schools;
- 13.3 Work on projects or cover at any of the Trust sites with adequate notice;
- 13.4 Undertake any other duties of an equal nature as assigned by the principal or their designated alternate.