SOUTHFIELDS MAT
JOB DESCRIPTION

Job Title: Network Manager

Reporting to: Senior Teacher

Main Purpose of the Post:

•Provide, maintain and coordinate technical support for all areas of the school network and IT resources

•Lead and develop the team of IT Technicians, oversee the IT helpdesk and ensure the team is able to meet the needs of the school

•Develop, implement and maintain the school's IT policy and procedures in consultation with the Senior Teacher - Director of Data, IT and Timetable

Core Duties and Responsibilities
General and operational
- Responsible for day-to-day technical oversight and management of ICT, in line with Southfields MAT's stated policies, ensuring the site can operate ICT related activity in a safe and high quality environment for learning and community use
- Ensure all activity complies with the Health and Safety at Work Regulations
- Ensuring a system is in place for monitoring and ensuring ICT systems are operational, including at evenings and weekends when required
- Contribute to the design, development and implementation of working practices and procedures that enhance the impact of ICT services in the efficient delivery of management information that supports the learning and teaching within the MAT
- In conjunction with the Senior Teacher, review and develop policies and operational procedures to assist with ICT management, including supporting practice to ensure GDPR compliance
- To have a flexible approach to working hours to accommodate whole school operation
- Day to day line management responsibility of the ICT team, including: ICT support staff recruitment, induction, training and mentoring; ensure duties are undertaken in an efficient and professional manner; prioritise workload

Network and ICT specific
- Working to develop an effective and resilient LAN
- Contribute to the identification, management and implementation of suitable hardware and software solutions
- Responsible for the school's network management, implementation and maintenance of the network infrastructure across the site including cabling, switch management and wireless APs
- Responsible for the site's server management; maintenance, updates, general upkeep and running of all the physical and virtual servers
- Responsible for monitoring and maintenance of all site's computer workstations, including both hardware and software problem resolution
- In conjunction with the Senior Teacher be responsible for the specification and management of ICT operational SLA's/contracts, including any leasing arrangements

- Manage school data both onsite and offsite including the management of data backups, security, user disk quotas, organisation of shared drives and folder permissions
- Manage user accounts for all main IT systems such as AD, Office 365, Google and Bromcom. OS and application management including workstation builds, license management, the creation and roll out of packages, application updates and maintenance of all IT systems and packages
- Oversee, and work with the ICT technicians to manage, develop and update site's systems
- To work with and support the Senior Teacher with the introduction of any new software
- Ensure ICT safeguarding practices by managing and deploying effective internet filtering systems and promoting and utilising classroom monitoring software
- Manage and maintain the telephone and broadband systems, including supporting the Senior Teacher in setting up of new contracts
- Responsible for the implementation of security measures to ensure a secure network. This includes applying appropriate computer and user policies, deploying and maintaining anti-virus software and ensuring servers and workstations are installed as necessary updates
- Liaise with the Senior Teacher through procurement activity as required, specifying specification and scope of works when installing or purchasing new equipment, ensuring the academy obtains value for money
- Develop, implement and monitor ICT supplier performance against agreed service level agreements supporting the Senior Teacher in taking appropriate action when suppliers underperform
- Support the Senior Teacher with specifications and quotations for tender purposes
- Review operational and supplier activity providing reports on areas for improvement and raising any risks to the Senior Teacher
- As required, liaise with third party support organisations to resolve support issues with both hardware and software
- Respond to the electronic work request system notifications by prioritising and resolving the tasks specified. Communicating progress to all concerned
- Monitor the effectiveness of the ICT provision and implement/advise on improvements as required
- Keep abreast of technological advances and advise on future adoption if necessary
- Maintain records of problem investigations and resolutions, recording all major changes made to the network
- Support and advise staff in the use of IT facilities provided by the school
- Keep and maintain appropriate records including asset registers of all ICT equipment
- Manage network downtime to allow for network updates and any infrastructure changes
- Support the Senior Teacher to ensure ICT facilities meet the teaching and support staff needs
- To work closely with the Senior Teacher, and other members of the Senior Leadership Team on projects or new developments

Additional Responsibilities:

- To be fully aware of and understand the duties and responsibilities arising from the Children's Act and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker's role within the organisation.
- To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to the worker's role.
- To ensure that the worker's line manager is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding and/or child protection.

Any other duties assigned by the Principal/Headteacher commensurate with the grade of the post.

Signed:

Postholder

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Line Manager

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Date …………………………………………………………..