

# Network Manager

## JOB DESCRIPTION

<p><b>Post Title</b> RLT IT NETWORK MANAGER</p>
<p><b>Hours</b> Full time 37 Hours per week</p>
<p><b>JOB PURPOSE</b></p> <p>The Network Manager has overall management and operational responsibility for the school's IT systems, curriculum and administrative.</p>
<p><b>Responsible to:</b> RLT IT Director, Headteacher, Governing Body</p>
<p><b>Responsible for:</b> IT Technicians</p>
<p><b>Salary Level:</b> Grade 10</p>
<p><b>RESPONSIBILITIES</b></p> <ol style="list-style-type: none"> <li><b>1. Desktop &amp; Application and Support</b> <ul style="list-style-type: none"> <li>● Performing advanced diagnosis procedures on problems related to hardware. Peripherals and applications</li> <li>● Following instructions to efficiently and effectively install and upgrade client/server applications</li> <li>● Identifying and installing relevant and essential software patches</li> <li>● Identifying and giving appropriate advice on compatibility of applications with existing systems, based on user requirements</li> <li>● Giving appropriate level of advice on compatibility of hardware and OS</li> </ul> </li> <li><b>2. Server &amp; Network Support</b> <ul style="list-style-type: none"> <li>● Designing and installing network infrastructure to meet the needs of supported schools</li> <li>● Managing, installing and setting basic configuration options for equipment such as switches, bridges, routers and wireless access points</li> <li>● Installing additional servers and upgrading the network operating system</li> <li>● Set up firewalls and maintain internet filter systems</li> <li>● Manage remote access to the school's intranet and network services</li> <li>● Installing software and trouble-shooting installation problems</li> <li>● Maintaining hardware and software on the server</li> <li>● Managing network access rights</li> <li>● Establishing and monitoring appropriate systems logs</li> </ul> </li> <li><b>3. Configuration &amp; Installation</b> <ul style="list-style-type: none"> <li>● Designing and applying processes that are relevant to the school environment and report on the effectiveness and impact of the processes</li> <li>● Design, implement and monitor the school procedures on receiving and testing ICT equipment</li> <li>● Managing the collection of, appropriate access to, and storage of data</li> </ul> </li> </ol>

#### **4. Website Management (dependant on school)**

- Create, develop and manage content for the school's web presence;
- Maintain a consistent look and feel throughout all web properties;
- Maintain and develop the master content calendar for all web properties;
- Keep current with emerging web technologies;
- Assure all web based information is archived for future needs and reference;
- Track and report on all site metrics;
- Liaise with website design team to resolve any website problems;
- Be available to upload content remotely.

#### **5. Continuity, Maintenance & Security**

- Maintain and regularly review whole-school system contingency plans
- Developing and implementing a maintenance schedule
- Identifying failing systems and suggesting solutions
- Designing and implementing the school backup and virus protection
- Ensuring school policy on staff and pupil access to data and files is implemented
- Implement, appropriate security systems to protect hardware, data and confidential information

#### **6. Support Request Management**

- Interpreting detailed diagnostic information
- Prioritising the resolution problems and determining whether external support is required
- Producing and analysing separate incident and problem reports for management purposes
- Producing reports from support logs to provide basic management information on the volume and nature of requests
- Analysing the support logs to produce management reports and help plan future support service developments
- Allocating tasks between support staff in line with service demands
- Advising leadership team on area of CPD, based on support log analysis
- Creating and maintaining e-mail and MIS accounts including liaising with the Capita or Google Support.

#### **7. Internal Support & Arrangements**

- Assisting and recommending to the school managers internal and external support arrangements and contracts required to deliver an effective ICT service in the school. Report and monitor progress against agreed service levels (both internal and external)
- Collating data to inform a review process of the standards achieved by internal support staff

#### **8. Strategy & Planning**

- Identifying software, hardware and working practices to enable the development of ICT to support improvements in teaching and learning
- Planning and implementing changes to elements of the ICT service

#### **9. Budget & People Management**

- Supporting the effective implementation of the school's financial and accounting procedures
- Carrying out the effective supervision of staff

#### **10. Health and Safety**

Respond to any matters relating to ICT raised by whole school Health and Safety audits undertaken by the LA as part of Health and Safety Monitoring. Ensure that the ICT department undertakes an annual ICT H&S audit and work with the Subject Leader: ICT and Head of Faculty : Business and ICT to produce and implement an action plan to remedy any deficiencies identified.

**OTHER DUTIES**

- To be familiar with and adhere to all School & Trust Policies.
- To fulfil your duties and responsibilities regarding safeguarding pupils and health and safety.
- To support the aims and ethos of the school and promote good relationships with students, colleagues and parents.
- To set a good example in terms of dress, punctuality and attendance.
- To participate in the Trust's arrangements for appraisal, professional development, meetings cycle, quality assurance and internal verification.

**SAFEGUARDING**

**Chipping Norton School is committed to safeguarding and promoting the welfare of children and young persons; all staff must ensure that the highest priority is given to following the guidance and regulations to safeguard children and young people. The successful candidate will be required to undergo an Enhanced Disclosure from the Disclosure and Barring service (DBS) and obtain any other statutorily required clearance. Employment will also be conditional on the receipt of at least two acceptable references (1 from current/latest employer) and evidence of the formal qualifications required for the role.**