

General Information

Job Title	Network Manager
Contract	Permanent
Grade	PO6
Hours of Duty	52 weeks / 40 hours
Annual Leave	30 days
Location	Highgate Wood Secondary School
Accountable to	Head Teacher
Responsible for	Whole school network management
Key Relationships	SLT, Staff, Students, Parents/Guardian, Suppliers and Contractors

The Post

We are seeking to appoint an experienced and well qualified Network Manager who will be able to take responsibility for the management of the school's computer network and ICT services, ensuring that we maintain a high-quality ICT provision to staff and students as well as their parents/guardian. The Network Manager will also provide strategic leadership for the development and improvement of our ICT provision going forward.

Major Duties and Responsibilities

- Management of the school network, its infrastructure, workstations, peripherals and software as well as its online services.
- Manage access and accounts for all main IT systems such as AD, Share Point, Office 365, VOIP, Wifi network access, remote access, and to shared drives (including folder permissions).
- Ensure appropriate levels of security and protection are met to meet GDPR and network security requirements, including maintaining appropriate backup systems and antivirus and firewall protection as well as necessary updates, security policies and user policies.
- Plan for and be responsible for service continuity and disaster recovery in respect of ICT systems and services.
- Manage the ICT helpdesk, prioritising and resolving issues as they arise to maintain the most effective functioning of the school
- Ensure ICT safeguarding practices are in place by careful management of our internet filtering and monitoring systems and appropriate support for our user policies.
- Provide the technical point of contact for all hosted services and for in-house systems, including the MIS, liaising with these third-party support organisations to resolve issues as they arise.
- Manage ICT technical staff to ensure they continue to develop their technical skills through training and your one-to-one support.
- Provide technical support and guidance to staff for effective use of ICT equipment and software.
- Manage and maintain the ICT asset register and maintain all software and service licences and contracts. Have responsibility for the safe disposal of end of life equipment, ensuring that the asset register is fully auditable.

- Ensure that high quality technical documentation is produced to support all areas of the technical infrastructure and its support procedures.
- Work with the Senior Leadership Team on ICT strategic planning and take overall responsibility for the management and development of the school's network infrastructure and services, liaising with key staff to ensure that ICT services meet developing curriculum, communication and administrative needs.
- In conjunction with the Senior Leadership Team contribute to the ICT budget planning process to ensure the most effective and efficient use of available funds.
- Keep abreast of new developments in technology and present proposals with recommendations to the Senior Leadership Team of developments that may benefit the school. To plan for the evaluation, piloting and adoption of any future technologies.

General Responsibilities:

- To follow all agreed health and safety procedures in order to maintain a safe environment for self and others.
- To report all security incidents to the SLT, ICO and to co-operate with any investigations
- Comply with all relevant regulations including the Data Protection Act (1998), Freedom of Information Act (2000), Health and Safety at Work Act (1974), Manual Handling Operations Regulations (1992). Carry out responsibilities in such a way as to minimise risk of harm to children and to promote their welfare in accordance to the Children Act (2004).

The above duties and responsibilities are intended to represent current priorities and are not meant to be a conclusive list as the role will inevitably vary and develop over time. The post-holder may from time to time be asked to undertake other reasonable duties.

Skills/ Qualifications:

- Bachelor's Degree in an ICT related field, Management Information Systems, or equivalent with at least 5 years' experience in a related field, preferably in schools.
- Industry qualification such as MCP, MCSE, CCNA or be willing to work towards obtaining it. Familiarity with ITIL best practices standards.
- Technical skills and best practice guidelines encompassing current versions of:
 - Microsoft operating systems for desktops and servers
 - Network management solutions, including VMWare and HyperV
 - Citrix Workspace
 - Help desk software and reporting
 - Physical network technologies including management of switching, routing and wireless network
- Working knowledge of Microsoft and SIMS technologies
- Working knowledge of anti-virus software
- Working knowledge of cloud based technology including Microsoft Azure, Share Point and Office 365 and Google Workspace
- Knowledge of SQL database back-up procedures
- Experience of leading a highly effective ICT team
- Basic knowledge and awareness of Systems Integration