



THE HOLLINS

Post title: ICT Network Manager			
Team	Support staff ICT Network Team	Line Manager:	Finance & Business Development Manager
Grade:	Grade 7	Staff responsibility:	
<p>Purpose of the role (job statement)</p> <p>To develop and implement the school's ICT strategy and service provision including managing all aspects of ICT technical support in the school, including the work of ICT technician(s).</p> <p>Contribute to the delivery of an effective ICT support service throughout the school to respond to identified need, ensure continuity of service and achieve planned reporting objectives and deadlines.</p>			
<p>Accountabilities/Responsibilities – appropriate for this post:</p> <p>Key duties:</p> <ol style="list-style-type: none"> 1. To be responsible for the management, maintenance and smooth running of the school computer networks. 2. To be responsible for the Internet connection, implement Office 365 and associated products, CAT 5 cabling, backups and virus updates for the network. 3. Develop school policies and procedures for the use of ICT within the school environment. 4. Maintain a comprehensive database of all support requests using Freshdesk to manage. 5. Manage the work of staff providing technical support to staff and pupils allocating jobs. 6. Identify school staff training issues and deliver appropriate training. 7. Create and manage all network user accounts, ensuring correct access rights and audit as required. 8. Ensure data stored on the system is current and out of date data archived. 9. Design and implement changes to the school ICT software and hardware and liaise with consultants on the specifications of new software / hardware as appropriate. 10. Create and maintain an ICT Development Plan, identifying the network, hardware, software and other needs and a rolling programme for replacements. 11. Advise and procure, software licences, hardware and ICT equipment on behalf of The Hollins which may include managing associated budget. 12. Ensuring e-safety and acceptable use policies are in place and effective, add filters where necessary and report as appropriate in line with school policy. 13. Keep up to date, complete audit and disposal register for all hardware and software on site. 14. Configure items of equipment, including building workstations for use on the network, maintaining a library of drivers and configuration files. 15. Unpack, update asset register and install ICT equipment, image as required and make ready for use. 16. Check and maintain as necessary, mice, monitors, keyboards. 17. Check functioning of all networking connections and active components – network cards, data outlets, patch leads, hubs, switches, routers etc. 18. Diagnose and repair faults. 19. Liaise with outside agencies / suppliers as required for need or research. <p>Individuals in this role may also:</p> <ol style="list-style-type: none"> 20. Advise teaching staff on the likely compatibility of new software / hardware, install software / 			

hardware as requested by teaching staff, and maintain a record of all installations carried out.

21. Manage the ICT Network for a cluster of academies.
22. Upload pupil/class/staff data from MIS at the start of the academic year or when new starters arrive, assigning pupils/staff to relevant courses/areas.
23. Maintain log ins and access as appropriate.
24. Provide technical assistance for staff requiring multimedia or ICT facilities in the main hall or throughout the school, including assemblies and other presentations.
25. To work flexible hours, as required, to support evening and weekend events or events held at other establishments.
26. Liaise closely with the lead member of staff for marketing.
27. Any other duty as required by the line manager or Headteacher, at the same level or below.

Additional supporting information – specific to this post.

Indicative knowledge, skills and experience

- Experience in all aspects of ICT technical support.
- Working at or towards national occupational standards (NOS) for IT Professionals and knowledge / skills equivalent to current national qualifications in ICT Level 4 and / or vendor qualifications for the specific hardware / software used.

Prepared by:

Mrs L Stubbs

Date:

June 2019

The above form sets out the area of work in which duties will generally be focused, and gives an example of the type of duties that the postholder could be asked to carry out. **PLEASE NOTE** that this is for guidance only. Postholders are expected to be flexible and to operate in different areas of work/carry out different duties as required.

Equal opportunities

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

Health and safety

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must co-operate with us to apply our general statement of health and safety policy.

Safeguarding Commitment

We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

Customer Focus

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Skills Pledge

We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and /or numeracy if they do not have one already.