

<b>Job Title</b>	Assistant Network Manager
<b>Location</b>	Hybrid – including remote working, central office in Ely and travel to academies within allocated hub each week
<b>Responsible To</b>	Network Manager

### Key Purpose:

- To support the Head of IT and Network Manager in the design and delivery of the transformation of IT across the trust.
- Provide 2<sup>nd</sup> line support for the IT Technicians
- Assist in the delivery of IT projects
- To have knowledge of Microsoft/Google environments, IT systems and networks
- To support the delivery of the Trust's IT vision

### The postholder will:

Be proactive in putting forward and implementing ideas to continually improve the organisation and performance of the IT function.

Work to ensure that best practice IT becomes embedded across the Trust.

Foster excellent working relationships and provide sound advice and guidance to our stakeholders.

### Responsibilities

#### Technical Skills

- On-Site and Remote: Assist in the development and management of IT support across various schools and for the Trust's central team based in Ely.
- Hardware and Software Troubleshooting: Provide 2nd line support for the IT Technicians, diagnose and resolve various hardware and software issues.
- New Equipment: Co-ordinate installations and disposal of IT hardware with IT Technicians, in accordance with school ICT policy.
- New Software: Oversee the deployment and assist in licensing compliance and that asset records are maintained and accurate.
- User Account Management: Ensure user security policies are maintained and are compliant at all times. Ensure IT Technicians adhere to and understand policies. Support the Network Manager in user creation and deletion and associated documentation and guides.
- Network Connectivity: Deliver a standard network topology for all schools, including VLANs, Switches and Wireless network. Troubleshoot network connectivity issues. Enforce change control and accurate documentation.
- Cyber and data Security: Ensure the Trust's standards and policies are adhered to at all times. Identify IT security vulnerabilities and respond to any immediately.

Love  
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Trust  
Ambition

01353 656760

[www.demat.org.uk](http://www.demat.org.uk)

### DEMAT Office Address:

Grace Building, 8 High Street, Ely, Cambridgeshire, CB7 4JU

The Diocese of Ely Multi-Academy Trust (DEMAT)

Company limited by guarantee Number 08464996. Registered in England & Wales.

Registered Office: Diocesan Office, Bishop Woodford House, Barton Road, Ely CB7 4DX

- Printing: Support and troubleshoot PaperCut, PaperCut Hive and physical devices, onsite and remotely in schools and central office. Liaising with MFD vendor as required. Assist in user creation and deletion.
- Audio-Visual Support: Manage the setup of audio-visual equipment for use at a variety of trust and corporate locations.

### Partnership and Teamwork

- Work closely with Network Manager and assist in the management of the Trust IT Team to support daily operation of all IT services, ensuring consistency of quality, availability, compliance, and performance within the Trust.
- Manage the migration of schools into a single Google Education Workspace.
- Asset Management: Manage IT assets, including hardware and software licenses in line with Trust procedures and using Smart Log.  
Ensure Trust's Cyber-Security policies are enforced, test for weaknesses, regularly review all systems and they are patched and secure.
- Work effectively with the Data Manager and Head of Governance to support their roles and ensure IT resources are available as required.
- Manage Smart Log Help Desk system, to manage IT support tickets and calls and escalate IT issues as required. Create useful reporting to measure KPIs.
- Documentation: Create and manage IT documentation and databases, ensure IT Team are updating records and maintaining accuracy.
- Projects: Manage projects, ensure they are delivered successfully. Manage the delivery with Trust IT team and vendors.
- Work closely with existing MSPs, maintain a professional relationship as the Trust establishes an in-house IT Department and that systems remain secure and documentation is transferred.
- Ensure SLA's are met and aid IT Team in managing work flow.

### Training

- Ensure end-user advice and best practices to staff and students are delivered and promote effective use of technology and resources across the Trust.
- Deliver training to staff at central office and in schools.
- Attend training for professional development as required.

Travel across the region will be required as well as providing cover to other regions from time to time.

The main duties and responsibilities are not intended to be exhaustive. As a term of your employment, you may reasonably be expected to perform duties of a similar or related nature to those outlined in the job description.

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## Person Specification

Attributes	Essential (E) or Desirable (D)
<b>Qualifications and Experience</b>	
Educated to, or experience equivalent to, degree level in a relevant discipline	E
Relevant IT qualifications or have significant recent relevant IT experience	E
High level knowledge of Microsoft or Google environments	E
Evidence of continued professional and personal development	E
A valid Full UK driver's license and access to a vehicle for travel between Schools	E
VLANs, network switching and wireless networks	E
Print Management Systems	D
Troubleshooting IP Phone Systems	D
Web filtering systems	E
Work with ISPs to deliver internet connectivity	D
Microsoft 365, Intune and AutoPilot	D
Microsoft Windows server and client operating systems	D
Microsoft HyperV	D
Google Workspace Administration	D
Google Workspace for Education and ChromeBooks	D
Apple hardware and software	D
Some experience of Managing IT staff	D
IWB and AV equipment	E
Common user applications, i.e. MS Office, Google Apps	E
MDM systems	E
MIS i.e. Bromcom, SIMs	D
Cyber-Security, EndPoint and AV security systems	E
<b>Knowledge, Skills and Abilities</b>	
Provide excellent customer service	E
Deliver IT Training	D
Work using own initiative and show attention to detail	E
Work accurately to deadlines and under pressure	E
Provide remote support using a variety of technologies	E
Desire for continual improvement	E
Subject Access Requests	D
Meeting SLA targets	E
Using Help Desk and Asset Management systems	E
Use and support of a variety of video conferencing software, i.e. Teams, Meets and Zoom	E

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Deputise for Network Manager as required	E multi-academy trust
Excellent written and verbal communication skills specifically relating to technological and non-technological matters	E
Strong organisational, personal time management and planning skills	E
Manage working day and travel between school sites	E
Work with IT Team to deliver IT Vision	E
Accurate record keeping	E
<b>Personal Attributes</b>	
Commitment to safeguarding and promoting the welfare of children and young people	E
High level of collaboration, cooperation and team working capabilities	E
High levels of adaptability and flexibility	E
Resilience	E
Ability to build effective relationships with colleagues and key stakeholders	E

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