**Job Description**

**Post: Network Manager**

**Department: IT**

**Grade/Salary: H9**

**Responsible to: Diana Dean, Director of Finance & Resources**

**Job Purpose**

The Network Manager is responsible for the management of the Academy’s network and ensuring that all aspects of the role support effective teaching, learning and delivery of the curriculum and Academy administration.

**Values & Ethos**

Our values create and underpin our ethos as well as launching well rounded, good young people into society ready to cope with and excel in all that they do. Our values ensure and secure a vibrant community in which to flourish. Central also to all we do, is the encouragement and promotion of aspiration for staff, students, and parents. If we all believe we can be the absolute best we can, within and outside our capabilities, then the learning process can’t go wrong.

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**Values and Behaviour:**

All members of staff must act with honesty and integrity; have strong knowledge within their field, keep their knowledge and skills up-to-date and are self-critical; forge positive professional relationships; and work with parents in the best interests of the students in the school.

**Personal and Professional Conduct:**

The post holder should always conduct themselves professionally, treating pupils and staff with mutual respect, regardless of personal beliefs, in accordance with Trust policies and practices.

**Key Areas of Responsibility**

* Ensure that all ICT provisions are working reliably
* Maintain full server and data backups
* Support staff and students on all Academy software
* Maintain an ICT equipment asset register
* Ensure that the best value is always achieved for all ICT procurement
* Manage all ICT contracts
* Assist with short and long term ICT development planning
* To act as Deputy Data Protection Officer

**Planning, Development and General Management**

* Advise on the long-term strategic view for the Academy based on worldwide ICT developments
* Management, training, and development of the ICT Technician
* Manage the ICT budget, and put forward proposed budgets for future years
* Ensure that appropriate quotes are obtained with relevant tender documentation, following the Academy’s procurement procedures
* Manage procurement of ICT hardware, software, and consumables as needed
* Complete monthly audits of printing consumables, and ensure that adequate stock is available
* Ensure the ICT Contracts Register is always kept up-to-date
* Act as the main point of contact for all ICT contracts
* Assist with the management and provision of data as required, compiling reports as needed
* Monitor the ICT ticket system to ensure all problems are resolved or escalated in a timely manner

**Staff/Student Support**

* Ensure that staff and students have appropriate access to ICT resources
* Provide training in the use of hardware and software as required
* Aid staff and students in using ICT facilities, and to prepare facilities for class use
* Assess and support the needs of administration staff to aid them to support teaching and learning

**Technical Support**

* Manage the Academy’s network and servers, and resolve any issues in a timely manner
* Manage the Academy’s cybersecurity systems, and educate staff on potential threats
* Maintain all ICT systems and equipment
* Maintain the Academy’s specialist software, which includes our system imaging platform, system vulnerability manager, Wi-Fi manager, and MIS
* Manage the provision of technical support for our cashless catering, parent messaging, and any other software used by the Academy’s community
* Create and manage all user accounts and archive redundant accounts as required
* Provide an ICT diagnostic and repair service, to ensure prompt solutions to ICT problems
* Ensure that the Academy’s promotional platforms are always kept up-to-date
* Support the Academy with main school events, and prepare media resources for these
* Support with ensuring that the Academy meets its GDPR requirements from an IT perspective

**Information regarding IT at The Marlborough Science Academy**

The Academy has a mix of physical and virtual servers running Windows Server 2022 or older. All staff and student workstations are running Windows 10. We also have many students using Chromebooks in lessons, and some staff using iPads.  
Every classroom is fitted with either a projector, a TV screen, or an interactive whiteboard.  
We have a Ubiquiti Wi-Fi solution that covers the entire school.

The Marlborough Science Academy provides a modern, dynamic, and challenging work environment with a wide range of opportunities to gain experience in maintaining and developing ICT systems.

**Additional Duties**

* All staff, with the support, of the academy’s designated DSL, have a responsibility for providing and safeguarding the welfare of the children and young people.
* To be familiar with and support any health and safety procedures and ensure all duties and responsibilities are discharged in accordance with the academy’s health and safety at work policy.

The Job Description above has been reviewed and agreed by me and is a true reflection of the role that I undertake at The Marlborough Science Academy

Signed

Employee Date

Line manager Date

**Personal Specification**

Under the specific headings below, detail the key requirements for the post-holder to be successful in the role

|  |  |  |
| --- | --- | --- |
| **Attribute** | **Essential** | **Desirable** |
| **Qualifications and training** | * GCSE or equivalent in IT | * Further qualification in IT |
| **Experience** | * Previous IT software and user problem solving in a busy environment * Previous experience of maintaining asset management registers and supplies of consumables * Management of ICT contracts * Previous ICT software and user problem solving experience in a busy environment * Line management experience and be able to demonstrate the ability to motivate a team and forge positive working relationships | * Previous experience of budget management * Previous experience of working in a school environment |
| **Knowledge and skills** | * Good understanding of Windows 10/11, Office 365, Hyper-V, and Server 2022 * Good understanding of iMacs, iPads, and other mobile hardware * Good understanding of the setup of laptop and desktop equipment * Working knowledge of Windows Server operating systems * Advanced networking knowledge (switches, VLANS, fibre) | * Knowledge of Veeam backup, SIMS, PaperCut, HP switches, Edulink, SchoolComms, uBoss, Meraki MDM, Civica Tills, GAT+, Sophos Antivirus, ManageEngine Vulnerability Manager, Microsoft 365 Security |
| **Personal qualities** | * Have excellent communication skills and the ability to communicate effectively at all levels * Ability to organise and prioritise tasks effectively * Ability to use initiative * Ability to work well under pressure * Ability to demonstrate the flexibility and ‘can do’ attitude required in a role that is critical to the Academy |  |