

# HARDENHUISSH SCHOOL

*A High Performing Academy*



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## Job Description & Person Specification

<b>Job title</b>	IT Network Manager
<b>Hours of work</b>	37 hours per week all year 8.00am – 4.00pm (Monday to Thursday) 8:00am – 3:30pm (Friday)
<b>Employment status</b>	Permanent
<b>Grade</b>	Grade M – N, spinal (point 30 to 35)
<b>Annual salary</b>	£36,142 - £51,356
<b>Annual leave</b>	26 days (less than 5 years) – 31 days (more than 5 years) plus 8 bank holidays

### **Safeguarding children, young people, and vulnerable adults**

Hardenhuish School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

### **Job Purpose**

Ensure continuity of Teaching and Learning and maintain high expectations of IT provision inline with Hardenhuish school's priorities.

To develop and deliver a costed IT strategy in line with the school's development plans.

To manage the ICT Support team ensuring it provides timely and helpful responses to requests and incidents from across the organisation.

### **Responsible to**

Ben Cobbold, Assistant Headteacher

Andrea Gould, Director of Resources who has overall responsibility for all support staff.

### **Responsible for**

Procurement, installation, configuration, and maintenance of the school's IT systems and services including hardware and software.

Business continuity procedures relating to IT systems, including backup and disaster recovery plans and implementation.

Management of the school's IT, licensing, and printing expenditure.

Writing and updating IT-related organisational policies including online safety, acceptable usage, and information security.

Provision of timely and helpful IT Support across the organisation.

### **Contacts**

The post holder will work closely with members of the School's Leadership Team, Middle Leaders and Support Managers, teaching and support staff across the workforce, outside agencies and pupils and students.

## **Key Tasks**

### **1. Team Leadership and Support**

- Lead and manage the day-to-day activities of the ICT Support team, including line management, performance reviews, CPD, and staff well-being (e.g. TOIL and leave).
- Act as an escalation point for complex technical issues.
- Provide training and induction for new staff on IT systems and services.

### **2. Infrastructure and Systems Management**

- Manage, maintain, and develop the school's on-premises and virtual infrastructure.
- Oversee server and storage environments (Windows/Linux, Hyper-V).
- Maintain core services (Active Directory, DNS, DHCP, NPS).
- Ensure server room environmental systems, including power (UPS) and HVAC, are maintained.

### **3. Network and Connectivity**

- Manage and maintain the school's network infrastructure (routing, switching, wireless).
- Oversee internet connectivity and external links.
- Plan and deliver network upgrades with minimal disruption.

### **4. Cloud and Identity Services**

- Administer Microsoft 365 services including Teams and SharePoint.
- Manage identity services including Entra ID and AD Connect.
- Support integration of third-party cloud platforms.

### **5. Endpoint and Software Management**

- Manage endpoint devices via MDM solutions (Intune, Autopilot).
- Deploy and support key software platforms.
- Reduce reliance on bespoke or legacy applications, moving to modern cloud first solutions.

### **6. Cyber Security and Compliance**

- Manage cyber security systems including filtering, firewalls, and monitoring.
- Work with safeguarding leads to ensure appropriate monitoring.
- Maintain compliance with relevant standards and policies.

### **7. Backup, Recovery, and Resilience**

- Manage and verify backup systems including Veeam and Barracuda cloud backups.
- Ensure disaster recovery and business continuity arrangements.

### **8. Business Systems and Specialist Technologies**

- Oversee operation of business systems including print, telephony, CCTV, and visitor systems.
- Maintain AV, digital signage, and broadcast systems.
- Support websites and building management systems.

### **9. Innovation and Automation**

- Plan and deliver IT improvement and upgrade projects.
- Develop automation using scripting tools such as PowerShell.
- Manage adoption of emerging technologies including AI tools.

### **10. Procurement, Finance, and Asset Management**

- Manage IT budgets and procurement activities.
- Maintain asset registers and documentation.
- Manage supplier relationships and ensure compliant disposal of IT equipment.

## **Other Duties**

The postholder may be required to undertake training and perform duties other than those given in the job description. The duties and responsibilities attached to posts may vary from time to time. Such variations are a common occurrence and would not justify the re-evaluation of a post. Where a permanent and substantial change in the duties and responsibilities occurs, then the post would be eligible for re-evaluation.

## **Disclosure and Barring Service**

The nature of the work requires that the postholder has undergone checks by the Disclosure and Barring Service and has enhanced clearance. The post is exempt from the Rehabilitation of Offenders Act (1974).

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## Person Specification

Qualifications	Essential	Desirable
At least 5 GCSEs or equivalent at C/5 grade or above to include English and Maths	•	
Minimum A-level or Level 3 qualifications	•	
Further or Higher Level qualifications		•
Relevant ICT qualifications or specific qualification in Networking and/or Computing technologies.		•
Experience	Essential	Desirable
Excellent Windows Server knowledge including Active Directory	•	
Experience with Linux servers	•	
Excellent Microsoft Office 365 knowledge	•	
A good understanding of Microsoft Azure services	•	
Experience with network switch and routing configuration, setting up VLANs (Unifi desirable)	•	
Experience with campus wireless systems (HPE Aruba and Unifi desirable)	•	
A good understanding of MDM systems (Intune desirable)	•	
Confident in all MS Administration Tools	•	
Adept at using PowerShell	•	
Experience with virtualisation (Hyper-V desirable)	•	
Experience with large backup systems and disaster recovery planning (Veeam and Barracuda desirable)	•	
Experience with project management and major IT upgrades	•	
Experience with procurement of IT hardware, software and services	•	
Experience with group policy management		•
Experience with macOS (Open Directory)		•
Previous line management experience		•
Experience with Smoothwall web filtering and firewall solution		•
Experience with Apple networks and their integration with Microsoft networks		•
Web development in script languages like PHP		•
Experience with educational based MIS systems (Arbor preferred)		•
Experience with print management systems (PaperCut preferred)		•
A good understanding of GDPR within school IT environments		•
Experience with IP telephony (3CX preferred)		•
Previous ICT Support or Network Manager experience		•

Experience of working with children		•
Experience of working in at least one primary or secondary school		•
<b>Personal Qualities</b>	<b>Essential</b>	<b>Desirable</b>
Fast learner	•	
Have strong interest in ICT and related areas	•	
Have good logical and problem-solving skills	•	
Excellent verbal and written communication skills	•	
Ability to lead a team	•	
Ability to work under pressure, prioritise and meet deadlines	•	
Highly organised	•	
Strong work ethic and high personal expectations	•	
Ability to help resolve conflict and deal sensitively with difficult situations	•	
Show initiative	•	
Enjoy working within an education setting	•	
Clear understanding of and respect for confidentiality	•	
Positive attitude to personal development and continuous professional development	•	
A friendly disposition and good sense of humour	•	
Smart appearance	•	