ROYAL BOROUGH OF WINDSOR AND MAIDENHEAD

JOB ACCOUNTABILITIES

Job Title: Network Engineer	**Job number:**
Directorate : Education	**Unit:** Windsor Learning Partnership

JOB PURPOSE

The duties and responsibilities are not comprehensive but an illustration of the IT Network Engineer's main responsibilities, which will vary from time-to-time. The job role will include any other tasks within the position holder's competence that may be reasonably required by the School. The IT Network Engineer is required to have a flexible approach to working duties and hours.

Although the IT Network Engineer will be line managed by the Director of IT, the position holder will be expected to display the ability to work independently and autonomously to ensure that an effective IT service is delivered to the school.

POSITION WITHIN UNIT STRUCTURE

Reports to the Trust IT Director

KNOWLEDGE, SKILLS & EXPERIENCE

- MS Windows Servers
- MS Windows Desktop PCs
- Active Directory
- VLANs
- All aspects of Microsoft Office 365
- INTUNE
- Printers
- Fortinet Firewall
- Arbor Management Information System
- CCTV and Access Control systems (Paxton/Hikvision/InVentry)
- Maintaining budgets
- Trouble-shooting system and network problems
- Broad knowledge of school/office equipment and services, and of their appropriateness to an education environment.
- Managing and directing the activities required to deliver an IT network service in a school.

JOB ACCOUNTABILITIES

Network Infrastructure

- To manage the IT Network service within the school to ensure the availability, capacity and performance levels are sufficient to support the teaching, learning, management and administration objectives of the school.

- Responsibility for installing, upgrading, configuring, testing, maintaining and troubleshooting network hardware and software including all aspects of

    o   Microsoft Office 365

    o   Microsoft Hyper-V

    o   Microsoft Servers

    o   Storage Attached Networks (DELL)

    o   Switch a wireless network infrastructure including VLANs (Extreme/TP Link)

    o   Print Management (Papercut)

    o   Telephony (MS Teams)

- Responsibility for backup management; ensuring these are maintained and changed in accordance to school policies. Data would need to be backed up and restored when necessary.

- General housekeeping including the setting up and archiving of user accounts, redundant files, sharing of drives and files and ensuring a secure environment by using NTFS file permissions, Microsoft Group Policies, Active Directory and Windows Deployment Services, Antivirus, Antispam, Web Filtering and other best practice security techniques.

- Liaising with outside agencies for faults/repairs of hardware/software that is under warranty and/or is part of a service level agreement.

- To design and provide a robust, resilient, fault tolerant network infrastructure; ensuring that the integrity of the School's IT Infrastructure is maintained whilst identifying and remedying any weaknesses.

- To continue to modernise, upgrade and rationalise existing services, working with the Director of IT.

- To design, implement and develop the Network disaster management working with the Director of IT.

- Managing, monitoring & prioritising of help desk jobs within the IT Team.

- To maintain Risk Assessments for the network infrastructure.

- Managing, monitoring & prioritising of help desk jobs within the IT Team.

- Production of reports, technical manuals, user guides, network topologies and equipment inventories.

- Auditing, testing and logging of new hardware/software on arrival in the network inventory.

- Helping staff and students with hardware and software problems arising from the use of IT equipment within the classroom.

Security

- To be responsible for the security of the network both internally and externally.

- To manage, develop and configure internal and external firewalls.

- To develop audit trails and manage reporting systems.

- Ensure licensing compliance, working with the Director of IT.

- Ensure the security and confidentiality of stored data in line with GDPR.

- Ensuring a clean and tidy work environment in compliance with health and safety laws.

Communication

- Information and communications received from the Director of IT, or other members of the Senior Management of the School should be acted upon and responded to appropriately.

- To ensure that the other members of the IT Team are kept informed regarding operational updates and changes.

- Communication with the Director of IT Services to illustrate progress and issues regarding network support.

- Be aware of and comply with policies and procedures relating toc child protection, data protection and GDPR, health, safety and security and confidentiality, reporting all concerns to an appropriate person.

Personal Skills

- Capable of working under pressure and producing a consistently high standard of work.

- Proven ability to be able to successfully work independently and autonomously.

- Ability to self-motivate, confident and assertive.

- Proven leadership and staff management skills.

- Ability to work as part of an established team.

- Must be able to project manage and problem solve.

- Flexible and adaptive as this role may require some evening or weekend work at times, (time off in lieu will provided)
- Personally committed to the school's ethos, work and aims.

Post holder's signature _____ **Name** **Date _____**

Manager's signature _____ **Name** **Date _____**

Version date: