



Network Manager Vacancy Information Pack



Contents

Interested in working for CLPT?	3
Welcome to our Trust.....	3
Trust in numbers.....	3
Person Specification	7
How to apply	8



Interested in working for CLPT?

Unlocking Potential: Changing Lives

Welcome to our Trust.

Welcome to the Central Learning Partnership Trust. We are a dynamic and thriving Multi-Academy Trust proudly encompassing sixteen schools across all phases, both mainstream and special, located in the vibrant communities of Wolverhampton, Rotherham and Worcestershire.

Georgetta Holloway OBE, Chief Executive

Trust in numbers

6000	1155	16	1
Knowledge Hungry Students	Members of Staff	Partner Schools	Successful Team





The Role

Network Manager

The Central Learning Partnership Trust are looking to appoint an enthusiast and technically capable Network Manager to join the trust's in-house Central IT team to support our hub of academies. The post will primarily be based at Heath Park School, WV11 1RD, including supporting our other schools as required.

Responsible to	Head of IT
Salary	£35,412 - £39,862
Location	Heath Park School, WV11 1RD supporting all trust academies as required.
Working Pattern	37 hours per week – full time, full year 26 days holiday per year + bank holidays
Expected Start Date	March 2026

Job Purpose

- ✓ To ensure the smooth running of the trust's IT networks & systems.
- ✓ To provide outstanding, pro-active and accessible support to all users.
- ✓ To enable exciting teaching and learning utilising IT in the classroom.
- ✓ To enable collaborative working and reduced workload for all staff in the trust.
- ✓ To provide support to all users across the trust's academies via the central helpdesk.
- ✓ Assist technicians and senior technicians with escalated support requests.
- ✓ To provide support and guidance to first line technicians when required.
- ✓ To provide second line support and knowledge to resolve more complex and larger impact issues.
- ✓ To provide support to the central team within the trust.
- ✓ To provide support for trust/academy events outside of normal working hours where required.

Specific Responsibilities

- Using the trust helpdesk, provide support to all users of the trust's networks - resolving issues quickly and efficiently, ensuring resolutions are long term.
- Attend trust academies to provide on-site support and network/infrastructure configurations where required.
- To prioritise and respond to all requests within the terms of trust's IT SLA.
- To be polite, friendly and helpful to all colleagues.
- To be pro-active with all support, identifying and resolving potential issues before they occur.
- To be a confident communicator and member of the team.
- To develop and deliver training to first line technicians and school staff.
- To provide support, advice and resolutions to first line technicians as required.
- Line manage the schools IT Technicians.

Device & Application Support

- To implement trust and academy development plans and objectives.
- Install and test new hardware and equipment.
- Perform advanced device repairs and upgrades.
- Identify and rectify advanced hardware or software faults.



- Install and test new software and associated deployments via MDT/WDS, PDQ Deploy & Intune/MEM.
- Complete and keep up-to-date inventory of all equipment on the trusts in-house Central Assets system.
- Proactively provide solutions to reduce the chance of issues occurring.
- Provide analysis and reporting on reoccurring issues.

Server/Infrastructure Management & Support

- Manage and monitor performance of the trust's server infrastructure.
- Setup and configure new servers and virtual machines when required.
- Ensure warranties are in-place and communicate with third-party support providers where required.
- Perform in-depth diagnosis and fault investigations when they occur.
- Perform installation and setup of server hardware and accessories.
- Monitor and report on server infrastructure availability via Zabbix NMS.
- Manage Azure Directory and cloud solutions.
- Responsibility to ensure off-site encrypted back-ups are in place and tested in accordance to Cyber Security requirements.

Support Requests

- Use the trusts helpdesk system to log, update and resolve issues.
- Ensure that requests are responded to within the trust SLA timeframes.
- Understand the difference between incidents and problems.
- Utilise self-help knowledge base guides to assist users and regularly add and update them.
- Understand priorities of response based on the SLA.
- Understand when and how to escalate issues and escalate effectively.
- Investigate and resolve escalated issues from other technicians within the team.
- Monitor adherence to targets by the team and develop strategies alongside the Head of IT to improve them.
- Proactively provide solutions to reduce the chance of reoccurring issues.

MIS and Core Trust Systems

- Provide support and maintenance of trust MIS systems with the support from external providers and school data managers.
- Provide support and maintenance of trust payroll and HR systems and associated SQL databases with the support from external providers and trust payroll team.
- Ensure core trust systems are effectively supported, including the management and contact with third-party support providers.

Health & Safety

- Ensure that you follow all relevant health and safety guidance, policies and laws.
- Ensure that IT equipment is used in-line with relevant health and safety guidance and policies.

Conduct & Professional Development

- Attend relevant courses/undertake online training to improve skills and knowledge.



- Advise and train students, staff and trust central staff.
- Have appropriate communications with suppliers.
- Network with colleagues within the trust and in similar roles outside of the trust.
- Read organisational policy documents, schemes of work and other related documentation to develop an in-depth understanding of teaching and learning needs.
- To keep systems safe and secure at all times.
- To understand the role of safeguarding within the context of IT in schools and the wider context across the trust.

Safeguarding

- To attend all safeguarding training as directed.
- To ensure systems which monitor safeguarding of both students and staff are monitored and effective. Passing any concerns to the schools DSL or line management.
- To keep up to date with developments with safeguarding and IT and work with line management to ensure the trusts solutions are effective.
- To follow trust procedures and report any concerns to the DSL.
- Evaluate new solutions to ensure they are compliant with legislation and policies.

Data Protection

- To ensure that the trust data protection policies are adhered too.
- To minimise and mitigate the risk of a data breach occurring.
- To highlight any protection risks to line management.
- Evaluate new solutions to ensure they are compliant and adequate DPIA's are completed.

Network Support

- Perform network cable installation and connectivity in-line with the relevant standards where required.
- Install, configure and test new networking equipment/hardware across the trust.
- Provide expert support and knowledge on wireless networking and connectivity troubleshooting.
- Perform network configuration changes and document in-line with internal processes.
- Develop solutions for connectivity that match the future requirements of the trust and academies.
- Proactively provide solutions to reduce the chance of issues occurring.
- Monitor and report on network infrastructure availability via Zabbix NMS.



Person Specification

Requirement	Desirable	Required
Skills & Knowledge		
Expert user in the Microsoft Office suite		✓
Expert user in Microsoft Windows operating systems		✓
Expert user in Microsoft Windows Server 2012-2025		✓
Advanced knowledge in Aruba/HPE/Ubiquiti networking		✓
Knowledge and understanding of WAN/LAN/WLAN		✓
Knowledge and understanding of MPLS		✓
Knowledge and understanding of SD-WAN	✓	
Knowledge and experience in using Zabbix network monitoring	✓	
Knowledge in DHCP, DNS, Active Directory & Group Policy		✓
Knowledge of Virtualisation (Hyper-V)		✓
Knowledge of Microsoft 365 administration		✓
Knowledge of Azure Active Directory		✓
Knowledge of Intune/MEM		✓
Knowledge and experience Fresh Desk helpdesk software	✓	
Knowledge of Smoothwall		✓
Knowledge of Veeam Backup & Replication and DR/Continuity		✓
Advanced awareness of GDPR and data security best practises		✓
Knowledge of Sophos Central		✓
Knowledge of 3CX, Horizon & Mitel VOIP systems		✓
Knowledge and experience of MYSQL databases and architectures		✓
Knowledge of Arbor management information system	✓	
Knowledge of Go4Schools system	✓	
Previous experience in working in IT in education		✓
Awareness of relevant organisation policies		✓
Appreciation of the curriculum, including a general understanding of the requirements for ICT in the school's curriculum		✓
Awareness of different levels of ability and confidence of staff and pupils using IT		✓
Aware of the potential and actual uses of ICT in schools		✓
Personal Skills		
Good level of written and spoken English appropriate to context audience		✓
Ability to work well under pressure		✓
Emotional resilience in working with challenging behaviours and attitudes to use of authority and maintaining discipline		✓
A strong interest in IT		✓
A willingness and drive to develop		✓
Understanding of safeguarding within schools		✓
A driving licence and constant access to a means of transport		✓
Willingness to travel to trust schools where required		✓
Business class 1 car insurance		✓
Ability to confidently deliver training to peers		✓
Flexibility to react to the role demands outside of normal working hours		✓

How to apply

For more information about this post please contact 01902 556360 to arrange a telephone conversation with the Head of IT.

We also encourage applicants to visit the trust website and our academies websites to learn more about us: www.clpt.co.uk

To apply please complete the application through MyNewTerm or from our website:
<https://www.clpt.co.uk/careers/>

Closing date is: 18th February 2026

No agencies.

The Central Learning Partnership Trust are committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The successful candidate will be subject to an enhanced DBS check. Further information about the Disclosure Scheme can be found at www.gov.uk/disclosure-barring-service-check.