JOB DESCRIPTION

Job Title: IT Network Manager	Hours: 37 per week 52 weeks per year
Department: IT Support	

JOB PURPOSE
To lead, manage and support all technical aspects of curriculum and administrative IT within the school, keeping the school at the forefront of IT.

STRUCTURE
School Business Manager
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IT Network Manager
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IT Support Team

MAIN DUTIES AND RESPONSIBILITIES

Strategic Planning
- Develop medium and long term co-ordinated planning based on the school's educational objectives to keep the school up to date with developments in IT and implement the 5 Year IT Strategic Plan..
- Plan for major developments of the IT service and project manage implementation. ▪ In conjunction with the School Business Manager, develop IT strategically within the school to achieve a safe and efficient IT environment for staff and students.
- In conjunction with the School Business Manager, define a relevant Service Level Agreement for the school and manage this SLA through the use of the designated work order tracking system. ▪ Advise the SLT on emerging technologies as appropriate.
- Support the full range of financial planning for IT, through the identification, planning and costing of all future developments and upgrades to achieve best value for the school. ▪ Monitor and review the types and amounts of system use.
- Attend relevant meetings where the IT service is discussed and input is required. Attend external IT network managers' meetings where appropriate and in agreement with the School Business Manager.

Resource Management
- Set support priorities, balancing response to support requests with the need to follow planned monitoring and maintenance, in the context of staff availability and wider IT service demands. ▪ Manage the relevant IT budgets and achieve best value for the school's IT expenditure. Develop and review the 5-Year IT Plan.
- Ensure the IT Contract register is kept up to date and all contracts are reviewed regularly to ensure best value for money and optimal service.
- Line manage the school's IT Support Staff. Carry out annual and mid-cycle performance reviews for team members and negotiate specific personal development goals, advising the School Business Manager on any specific training needs.

- Support the school in ordering, stocking and replenishing IT consumables being mindful of school budgets and following Financial procedures.
- Ensure that legal and contractual obligations relating to IT resources, software licensing, systems and services are met.
- Ensure the Schools Compliance with GDPR and Data Protection regulations and act as the Deputy Data Protection Officer.
- Ensure all IT policies are kept up to date and reviewed annually including IT Acceptable Use, eSafety, and BYOD.
- Manage and implement the installation of all new computer software as required, enabling the delivery of IT to all operational areas.
- Manage and implement installation of hardware engaging with the site team and IT team to physically install hardware around the school reducing the need to buy in external contractors. ▪ Design and implement the school policy on asset disposal.
- Liaise with external engineers and manage external contracts as appropriate. ▪ Manage bookable electronic resources.

Development and maintenance of technical systems
- Ensure all school IT systems are fully operational at all times including attendance by the IT Team at assemblies and whole school events.
- Ensure all essential updates are carried out in a timely fashion out of hours where necessary.
- Advise the SLT on the implementation of IT policies and procedures.
- Design, implement, monitor and review school procedures for managing and recording installations and configuration changes.
- Design, implement and manage the network infrastructure to meet the school's requirements. Manage active network components, including switches and routers; install additional servers, keep the network operating system up to date and oversee the maintenance of network workstations.
- Provide third level in-school support for more complex requests; perform advanced troubleshooting on PCs, peripherals and applications. Advise on compatibility of hardware, applications and operating systems, according to user requirements.
- Manage the school's Management Information Systems, primarily Arbor and any other related school systems.
- Manage the school's 3CX telephone system.
- Manage the Schools CCTV system including exporting footage where required.
- Oversee school printing and reprographics solutions.
- Ensure all current and planned web-based technologies remain fully operational.
- Ensure all AV requirements are met for whole school events and assist with Evening events. This will include attendance at key evening whole school events/activities to be agreed with the School Business Manager (such as Open Evening, 6th form open evening, options evening etc)
- Manage the functioning and deployment of applications.
- Design and implement the school's security and back-up systems and plan disaster recovery contingencies to enable an efficient return of service after any unforeseen system outages.
- Design, implement and maintain the school's Anti-Virus system.
- React, investigate and report on any "hacking" of school's systems to minimise any potential risk to the school's IT systems.
- Manage the school's Apple Macs, Windows Computers and School Chromebooks.

- Manage the schools 1:1 Chromebook Device Programme.
- Manage Microsoft technologies such as Active Directory, WSUS, WDS, and any other relevant network services.
- Manage Internet access filtering, email filtering and related monitoring systems.
- To be responsible for maintaining the school's computer inventory.
- Manage the school's digital signage systems.
- Upgrade relevant systems out of normal business hours to ensure minimum downtime for staff during critical periods.

Developing the expertise of others in emerging technologies
- Support the school use of Cloud Services including but not limited to Google, Office365, Classcharts etc and act as the Administrator for all of these services.
- Conduct training on appropriate use of IT resources; document systems and procedures
- Support Katherine Warington staff and students with IT related problems.
- Produce and analyse reports on support requests for management purposes; advise the SLT on possible training activities based on support log analysis.
- To undertake available training opportunities and demonstrate a commitment to continuous development.
- Hold training sessions for both IT Support staff and end users on school technologies based on the requirements of the school.
- To undertake such other duties and responsibilities of an equivalent nature, as defined by line management from time-to-time, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the job description in specific terms.
- To be available to assist with lunchtime/break duties, school trips and any school emergencies.
- Perform any other task deemed reasonable by the School Business Manager or Headteacher.