

**Job Description**

<b>Post Title:</b>	<b>ICT Systems and Network Manager</b>
<b>Post Holder:</b>	
<b>Responsible to:</b>	<b>Business Manager</b>
<b>Liaising with:</b>	<b>Headteacher, Senior Leadership Team, Teaching &amp; Support Staff, External Agencies</b>
<b>Working Time:</b>	<b>37 hours / 52 weeks per year (including holiday)</b>
<b>Salary Grade:</b>	<b>Single Status Grade 10/11</b>

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**Purpose of the Role:**

To strategically manage the development and maintenance of an efficient ICT infrastructure and Technical Service, including the deployment of the School ICT resources.

**Key tasks:**

1. To manage the advanced ICT technical support and advice service to administrative and curriculum areas as required across the school and agreed in negotiation with the School Leadership Team.
2. To lead on the commissioning and configuration of ICT systems, networks and equipment; including hardware, peripherals, and software and ensure efficient performance and deployment of appropriate support services.
3. To manage the performance monitoring of ICT resources and perform advanced diagnosis and resolution of network infrastructure, software and hardware faults (including peripherals and web servers). This responsibility includes ensuring that the team can provide expert user support for all software, hardware and operating systems.
4. To actively manage the Service Level Agreements and delivery of tailored projects and support including ICT security and efficient use of resources.
5. To advise on and manage the monitoring of Health and Safety and audit checks including electrical testing, warranties, licences and risk assessments.
6. To lead on and develop the system recovery processes to minimise the risk and impact of a serious disaster and threats to continuity (including management of the appropriate back up regime and virus protection).
7. To be responsible for strategic business and financial planning to ensure that the ICT service meets the School's strategic vision and needs, including accountability for the ICT budget in conjunction with School Leadership Team
8. To undertake available training opportunities and demonstrate a commitment to continuous development.
9. To demonstrate a willingness to work flexibly, sometimes outside of normal core hours, in response to service demands as agreed with the Business Manager
10. To perform such other tasks as may reasonably be required by the Network Manager.
11. To carry out the above duties in accordance with the Academy Trust's Equal Opportunities policies

**Progression to SS11 is dependent on the following additional tasks being required:**

12. Negotiate with internal and external agencies
13. Act as the expert user in appropriate operating system and software.
14. Undertake inventory design for security and insurance
15. Identify the benefits and limitations of computer hardware, network operating systems, software, printers and other peripheral equipment
16. Support the leadership team with strategic business planning in relation to ICT
17. Assist the leadership team with the financial planning and budget management in relation to ICT services



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**Other Specific Duties:**

To play a full part in the life of the college community, to support its distinctive mission and ethos and to encourage staff and students to follow this example

To actively promote the College's corporate policies

To continue personal development as agreed

To engage actively in the performance management review process

Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description

Employees are expected to be courteous to colleagues and provide a welcoming environment to visitors and telephone callers

Employees are expected to adhere to the College dress code presenting a professional image to students, parents, governors and the wider community

The College will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified.

This job description is current at the date shown, but, in consultation with you, may be changed by the Headteacher to reflect or anticipate changes in the job commensurate with the grade and job title.

Headteacher:.....

Date: .....

Postholder:.....

Date: .....

## PERSON SPECIFICATION

### Post Title: ICT Systems and Network Manager

	Essential Criteria	Desirable Criteria
<b>Key Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>• Ability to source, recommend, configure, install and test computer hardware, network operating systems, software, and peripheral equipment.</li> <li>• Analytical and strategic thinking</li> <li>• Ability to lead and motivate a team</li> <li>• Ability to develop and promote the support of an efficient technical service</li> <li>• Able to converse at ease with customer and provide advice in accurate spoken English</li> <li>• Ability to negotiate</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to act at a senior level and negotiate with internal and external agencies</li> <li>• Ability to act as the expert user in appropriate operating system and software.</li> <li>• Ability to undertake inventory design for security and insurance</li> </ul>
<b>Education &amp; Qualifications</b>	<ul style="list-style-type: none"> <li>• Possession of an appropriate ICT qualification (or equivalent experience)</li> </ul>	<ul style="list-style-type: none"> <li>• Possession of appropriate management qualification (or equivalent experience) (SS11 only)</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Expert knowledge of a range of ICT technologies, both hardware and software.</li> <li>• Detailed knowledge of security protection requirements.</li> <li>• Full understanding of the ICT context within a school environment and general Health &amp; Safety issues relating to ICT team and users.</li> <li>• Understanding of procurement processes and requirements.</li> <li>• Knowledge of legislative requirements of procurement and negotiation of contracts (SS11 only)</li> <li>• Knowledge of contingency planning at different levels. (SS11 only)</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to identify the benefits and limitations of computer hardware, network operating systems, software, printers and other peripheral equipment</li> <li>• Knowledge of legislative requirements of procurement and negotiation of contracts</li> <li>• Knowledge of contingency planning at different levels.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Demonstrable experience of supervising a team and providing a full range of ICT support within a challenging environment</li> <li>• Experience of detailed networking and system specification in a complex environment</li> <li>• Experience of supervision of an ICT support team and provision of support request analysis and management information.</li> <li>• Experience of strategic business planning (SS11 only)</li> <li>• Experience of financial planning and budget management (SS11 only)</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of staff management in an ICT context</li> <li>• Experience of strategic business planning</li> <li>• Experience of financial planning and budget management</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Excellent communication skills at all levels including use of tact and sensitivity.</li> <li>• Business and Customer focussed.</li> <li>• Commitment to working as a positive and constructive team manager</li> <li>• Commitment to Equal Opportunities</li> <li>• Commitment to Continued Professional Development</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>