

IT & Network Manager

JOB DESCRIPTION & REQUIREMENTS

Job purpose

- To be responsible for the maintenance and development of all IT equipment and software.
- To supervise and train the IT Technicians.
- To support the Head of Digital Creativity in the provision of the Computing and Digital Creativity curriculum.
- To support the staff in learning, understanding and developing IT provision within the School.
- To have safeguarding of children as their priority.

Responsible to

The Bursar, with whom they will meet regularly providing advice, feedback and information as required, and agreeing priorities to fit responsibilities within the time available.

Key tasks and responsibilities

Act as the lead of the School's IT department of the IT Technician and IT Projects Technician with the goal of supporting and maintaining the School's IT infrastructure, ensuring that the business of the School, especially teaching, is facilitated with minimal disruption. To ensure that sensitive information held by the School's IT system is kept confidential to the best of our ability.

The IT team is responsible for:

- maintenance, repair and troubleshooting of computing devices owned by the School, throughout classrooms, offices and the school environment including Windows laptops and desktops, Apple Macs, iPads, Windows servers, printers, photocopiers, VoIP phone system and CCTV cameras;
- updating and installing software on these devices as necessary to ensure security and develop facilities;
- administration and troubleshooting of externally hosted IT services, such as Microsoft 365;
- assisting the marketing manager with the management and maintenance of the School's website;
- ensuring the School has the relevant licences in place for software and IT services;
- understanding and administering the school network: switches, cabling and Wi-Fi access points;
- ensuring appropriate backups are taken of school data;
- maintenance and oversight of IT security and automated safeguarding systems, such as anti-virus, firewall and web filtering;
- maintenance and configuration of the School's management information system, including creating custom reports where required.

To lead, guide, train and supervise the IT Technicians, prioritising work schedules, delegating and managing tasks and activities.

To work with the Head of Digital Creativity and Senior Management Team in determining the School's policies where they relate to IT, such as IT security practices, data protection, use of email systems, internet usage, social media, data storage and retention. To define and implement checks to oversee that IT-related policies are being upheld.

Identify software, hardware and changes in working practices required to meet the IT requirements of the School and to keep up to date with IT developments. Where appropriate, to make recommendations to improve the IT Infrastructure at the School.

To act as the lead in various agreed IT projects, working with the IT Department and other staff members to implement IT initiatives.

Support the Bursar in financial planning of IT development, from major IT projects to small installations and ad hoc software requirements. To act as the lead in arranging procurement and implementation of these projects, working with the IT technician.

To act as a member of the School's Privacy Committee responsible for Data Protection and to be up to date with Data Protection and Health and Safety matters affecting the IT Department and the provision of IT.

To be accommodating in approach as the position requires flexibility to work needs and potential out of hours requirements.

Act as part of a team providing support and advice to colleagues.

Personal Specification

Essential

- proven track record in similar roles
- experience as a network manager or senior IT technician
- experience managing projects independently, including research and basic financial planning
- passion for IT and its use in education
- experience writing basic programs or scripts
- skilled in analysing and solving technical problems
- self-motivated - able to be proactive and resolve problems without close supervision
- able to work well in a team
- excellent level of organisation

- ability to work well under pressure, multi-task, problem solve and meet deadlines
- personal integrity and ability to act with discretion in school matters
- able to learn and communicate on technical subjects effectively
- be approachable and helpful

Desirable

- experience in working in a school
- experience managing a team
- experience training others in use of IT, especially other IT professionals
- degree or further education qualification in a subject relevant to IT
- Microsoft or Apple certifications
- Experience with any of these technologies: Windows Server, Microsoft 365 domain administration, Hyper-V, Microsoft Powershell, Windows 10, OS X, iOS, WCBS PASS/3Sys, Veeam Backup, HP Switches, VoIP phones, Smoothwall firewall, Lightspeed MDM, Ubiquiti UniFi Wi-Fi
- experience managing suppliers to a business
- experience with data protection legislation requirements

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