

Position: Network Manager

Job Outline

ICT at Richard Challoner School is a major part of teaching, learning and school / teacher administration. It is therefore vital that all related systems work effectively and efficiently to provide a very high level of service to all concerned. Most staff will use ICT on a daily basis, but most will not have the technical understanding or expertise to resolve problems that may occur. ICT support staff, led by the Network Manager, should respond to requests for support promptly to minimise disruption. We have developed a strong 'can do' approach to ICT support that encourages staff and students alike to embrace the possibilities that ICT has to offer within the school for teaching, learning or administration. The Network Manager should be a very positive role model for the ICT team and always encourage a positive attitude and working relationship with staff around the school.

Personal Specification

Experience of managing a large Windows network	Essential
Familiar with Server 2008R2 environment	Essential
Experience with a virtual server platform	Essential
Experience of managed wireless networks (we use MERU)	Desirable
Good understanding of wireless networks	Essential
Experience with Apple servers / deployment of Macs/iPads	Desirable
Experience with Spiceworks helpdesk solution	Desirable
Ability to manage internal helpdesk effectively	Essential
Ability to work as a team	Essential
Experience with VOIP-based telephony	Desirable
Experience of managing a large budget	Desirable
Experience of backup solutions / disaster recovery	Desirable
Ability to deliver staff training (support and teaching staff)	Essential
Ability to manage large ICT projects within the school	Essential

Main Responsibilities

- Line manage the schools ICT Support Staff
- Management of the school's network, to ensure maximum efficiency and reliability.
- Oversee management of telephone system (to be managed primarily by the Data Manager)
A new VOIP-based telephone system is due to be installed this year.
- Administration and maintenance of all servers to ensure maximum efficiency and minimum downtime.
Manage virtual environment effectively.
- Manage ICT helpdesk and delegate jobs to relevant staff, as appropriate. It is the Network Managers responsibility to ensure outstanding Helpdesk issues are resolved as quickly as possible and appropriate feedback is given where there is a delay.
- Identify, plan and cost all future developments and upgrades the school's ICT infrastructure
- Liaising with appropriate suppliers re: purchasing requirements and Licensing.
- Manage MIS upgrades in conjunction with data manager / SMT link.
- Ensure storage of data complies with current data protection legislation.
- Responsibility for backup systems and disaster contingencies.
- Advise the ICT Co-ordinator and Senior Leadership on emerging technologies as appropriate
- Advise the ICT Co-ordinator and Senior Leadership on the implementation of ICT policies and procedures
- Provide in-house training as appropriate to ICT Support Staff
- Arrange for the repair of hardware faults either in-house or using outside agencies where necessary (particularly if product is still under warranty).
- Liaise with appropriate outside agencies where appropriate (i.e. Atomwide, Viglen)
- Manage the installation of all new computer hardware including wireless, fibre optic, CAT5 networks, as required.
Manage future upgrades to telephone system in conjunction with network as appropriate.
- Manage and implement the installation of all new computer software as required, enabling the delivery of ICT to all curriculum areas
- Arrange annual inspection and safety testing of computer equipment.
- Manage use of existing plasma / LCD screens around the school and oversee future software / hardware development to ensure that the technology is used effectively and appropriately.
- Responsibility for all planned ICT works and liaise with works and to liaise with external contractors
- Manage appropriate technical support to curriculum and administration networks.
- Assist staff with ICT related problems.
- Responsibility for Maintaining the school's computer inventory, insurance list and computer audit

To undertake such other duties and responsibilities of an equivalent nature, as defined by line manager 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.