



Job Description Network Manager

EXCELLENCE

Ambitious
Courageous
Achieving
Leadership

CREATIVITY

Risk taking
Flexible
Inquisitive
Reflective

VISION

BSfG skills
Values
Technology
Global

Job Title	Network Manager
Line Manager	Business Manager
Salary Scale	PO5 point 38-41, 36 hours per week, full time
Main Purpose of the role	<ul style="list-style-type: none"> To monitor, manage and plan for changes in the school's ICT resource for safe, effective use by pupils and staff. To define procedures and provide advanced technical support in line with the school's ICT support service definition. To be responsible for keeping appropriate records. To monitor and assist in the management of the school's ICT support service. To ensure that legal and contractual obligations relating to ICT resources, systems and services are met. To liaise and manage external partnerships with companies. To regularly monitor, report and manage the security and safeguarding of all systems and programmes within the school.
Specific Duties & General Responsibilities The installation and maintenance of the school's ICT resource	<ul style="list-style-type: none"> Desktop and application support Administrative support of SIMS system Maintain, upgrade and repair of SIMS modules Maintain, upgrade and repair a wide range of PCs and peripherals; install applications Detect, diagnose and resolve PC, peripheral and application errors Perform advanced diagnosis procedures on PCs, peripherals and applications Maintain, upgrade and repair the telephone system Install, maintain, upgrade and support the print server and photocopiers Set up AV equipment To ensure filtering takes place via the Impero Software daily and that any concerns are raised with AHT immediately. To keep the IT systems updated and safe.
Server, network and internal support	<ul style="list-style-type: none"> To manage the ICT facilities including: Servers (Windows and Linux), Client stations (Windows, Android, iOS), Laptops, Printers, audio-visual equipment, MDT, Citrix virtualisation platform, Office 365, Supermicro Servers, SAN, Acronis Backup

Infrastructure and all other ICT facilities within the school.

- Domain administration and maintenance of network services such as DHCP, DNS, Active Directory, Group Policy, Google classroom, Impero Pro and MDM.
- Management of over 1200 domain users and applying best practices for security and safeguarding
- Management of the backup system, ensure its effectiveness and DR evaluation.
- Install and maintain standard network cabling; perform basis diagnostic and recovery routines on network equipment; configure network clients with appropriate server information and software
- Perform routine tasks to maintain user accounts and permissions, including implementing disk space and printer quota policies
- Assist the team members as and when required in the maintenance of the school's intranet and website by uploading pages and files, this includes Google Classroom.
- Maintain hardware and software on the servers; set disk space, backups and printer quotas; create network shares and manage access rights; monitor system logs
- Design and implement network infrastructure to meet the school's requirements
- Manage active network components including switches, routers and bridges; install additional servers and upgrade the network operating system; set up disk caches and firewalls; maintain internet filtering systems
- Manage and support remote access and VPN
- Assist school managers in defining an appropriate support service definition and support arrangements; collate data to inform review processes.
- Interpret and report external service response data and provisionally assess effectiveness.
- General desktop support for end users (all software, including Google Classroom, Microsoft Office, SIMS, etc.)
- General maintenance of network (including switches/patch panels)
- Delivery/installation of printer/photocopier toners
- Installing printers
- General physical work such as moving/installing computers, printers, switches, etc.
- Asset management of all equipment and software and their specification
- Organise in-house repairs and service for out of warranty equipment
- Organise the environmental disposal of all obsolete equipment in a way compliant with current regulations.
- Maintaining stock levels (toners, media, cables, etc.)
- Diagnosing hardware faults (photocopiers, printers, scanners, gates, tills, telephones, etc.)
- Supporting the IT Helpdesk and logging/dealing with calls/e-mails
- Maintaining the wireless system and access
- Resetting users' passwords

	<ul style="list-style-type: none"> • Setting for presentations in hall and mobile projector installations when media technician is not available • Creation of ID/swipe cards for staff/sixth formers
Health and Safety	<ul style="list-style-type: none"> • Carry out basic safety checks • Follow relevant H&S procedures and raise awareness among staff, pupils and other users
The support and management of the school's ICT service	<p><i>Configuration and installation</i></p> <ul style="list-style-type: none"> • Design and apply simple processes to manage configuration and change within the school; implement a structured approach to rolling out new hardware and software <p><i>Continuity, maintenance and security</i></p> <ul style="list-style-type: none"> • Design and implement the school's backup, virus protection and security procedures, with reference to protecting hardware, data and confidential information <p><i>Support request management</i></p> <ul style="list-style-type: none"> • Record accurately support requests, outcomes and time taken in the support log • Set support priorities, balancing response to support requests with need to follow planned monitoring and maintenance, in the context of staff availability and wider ICT service demands <p><i>Internal support arrangements and external contracts</i></p> <ul style="list-style-type: none"> • Assess needs, define standards of service and recommend internal and external support arrangements and contracts required to deliver an effective ICT service in the school
The development of the school's ICT service	<p><i>Strategy and planning</i></p> <ul style="list-style-type: none"> • Identify software, hardware and working practices required to fulfil functional specifications as defined by school staff • Plan for major developments of the ICT service and project manage their implementation <p><i>Budget and team responsibilities</i></p> <ul style="list-style-type: none"> • Purchase consumables and maintain stocks following school procedures • Manage the ICT support team's workload and priorities; carry out annual performance reviews for other team members and negotiate specific personal development goals
Personal qualities	<p><i>Personal ICT development</i></p> <ul style="list-style-type: none"> • Attend relevant courses and actively seek to broaden knowledge and skills relevant to responsibilities • Maintain and extend personal expertise in specific areas of ICT to provide appropriate advice and support <p><i>Communications</i></p> <ul style="list-style-type: none"> • To advise the Leadership Team member with responsibility for ICT of emerging technologies as appropriate • Support staff and pupils in the use of ICT resources through direct interaction and by producing simple help sheets • Liaise with senior school staff and negotiate with suppliers and external contractors

- Conduct training on appropriate use of ICT resources; document systems and procedures

Educational awareness

- Read online and published materials about the educational use of ICT; attend relevant meetings

Line management

- Line manage Assistant Network Manager, carry out performance management and provide additional training and support as appropriate

PERSONAL AND PROFESSIONAL CONDUCT

- Treat pupils and staff with dignity, building relationships rooted in mutual respect and at all times observing proper boundaries appropriate to professional position.
- Having regard to the need to safeguard pupils' wellbeing in accordance with statutory provisions.
- Show tolerance of and respect for the rights of others.
- Do not undermine fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of those with different faiths and beliefs.
- Ensure that personal beliefs are not expressed in ways which exploit pupils' vulnerability or might lead them to break the law.

Staff must have proper and professional regard for the ethos, policies and practices of the school and maintain high standards in their own attendance and punctuality.

Confidentiality

During the course of your employment you may see, hear or have access to, information on matters of a confidential nature relating to the work of Brentford School for Girls or to the health and personal affairs of pupils and staff. Under no circumstances should such information be divulged or passed on to any unauthorised person or organisation.

Data Protection

During the course of your employment you will have access to data and personal information that must be processed in accordance with the terms and conditions of the Data Protection Act 1984.

Staff must have an understanding of, and always act within, the statutory frameworks which set out their professional duties and responsibilities. Staff at Brentford will also be responsible for any other duty deemed reasonable as directed by the Headteacher.

Signed: _____

Date: _____