

The Roseland Multi-Academy Trust
JOB DESCRIPTION

Job Title:	IT Network Manager
Grade:	H (Points 1-6)
Employment:	52.143 weeks per year 37 hours per week, Monday to Friday (plus overtime and evening work as required)
Holiday Entitlement:	28 days per annum, including bank holidays
Responsible to:	Chief Executive Officer/Headteacher/Leadership Team/ Trust Network Manager
Supervisory Responsibility:	IT Technician(s)
Important Functional Relationships:	Chief Executive Officer, CFO, Leadership Team, Central Team, Trust Network Manager, staff and students in all Trust schools, Trustees, Governors, Trust partners, other schools and colleges, providers of services.

The Roseland Multi Academy Trust – Mission, Vision & Values

Mission:

The Roseland Trust provides outstanding education for our communities, where everyone succeeds.

Vision:

To inspire a love of learning within environments that are happy, respectful and challenging, where everyone feels valued and able to reach their full potential.

Values:

Kindness, Ambition, Responsibility.

Our mission, vision and values underpin our high expectations and inspire all our staff to provide outstanding opportunities for our children in order for them to reach the highest possible levels of attainment and achievement.

Main Purpose of the Role:

The IT Network Manager supports the effective operation of the school and works to uphold and promote its vision and values. You will manage and develop all ICT services in the school and lead the IT Technician(s). The post holder will maintain and develop the ICT service and support function for the school in accordance with the strategic plan and in collaboration with the Trust Network Manager optimising the day-to-day delivery of ICT services and support through a managed service model. This will include managing service delivery performance for all applicable services and corresponding support through SLAs and other key metrics as well as management of issues resolution, regulatory compliance, budget management, and participation in rationalisation and optimisation activities.

Main Duties and Responsibilities:

Leadership and Management

- At all times, demonstrate and uphold the Trust's core values, ensuring that behaviour, actions and decisions align with the principles that guide our work, ensuring customer experience and educational support are front and foremost.
- Work collaboratively with colleagues to support the development of the ICT vision, strategy and plans to match educational aspirations.
- To be responsible for the operational availability of all ICT services and corresponding support to the school.
- To support and align with the operating model and organisational design requirements.
- Develop, manage and optimise ICT services, ensuring that availability, capacity and performance levels are sufficient to support the teaching, learning, management and administration objectives of the school.
- Regularly monitor and review the IT Technician(s) work through line management and mentoring.

Operations

- Network infrastructure management, particularly systems that are integrated into school ICT, ie CCTV, VoIP, sign-in systems and staff ID systems.
- Ensure that all works, including incidents, changes and request fulfilments are captured accurately within the appropriate toolset to ensure provision to the school of meaningful management information.
- Proactively manage ICT across the school to ensure ICT services remain robust.
- Prioritise, investigate and manage ICT related incidents to closure, escalating where required and providing clear communication to all stakeholders.
- To ensure that there is an incident management process.
- Work with the Trust Network Manager on all ICT assets owned by the school, from procurement to disposal, and ensure an accurate ICT asset register is maintained.
- Secure best value-for-money support licences and manage their renewal process in line with policies and procedures.
- Maintain data back-up procedures in line with the Trust's business continuity plan.

Network Management

- Collaboratively manage the procurement of ICT resources in accordance with purchasing regulations and within the relevant ICT budget in order to achieve optimum value.
- Ensure effective ICT service continuity practices, procedures and documentation are in place and that regular testing of the process is completed and documented.
- Manage and work to minimise outages and ensure Third Party Supplier recovery and contingency plans are in place and captured.
- Ensure an effective access management process is documented and fulfilled, performing regular audits of ICT permissions.
- Monitor the use of ICT systems and report inappropriate behaviour to the relevant Leadership Team member under the terms of the policies relating to child protection, e-safety and data protection.
- Work in the effective management and delivery of individual projects aimed at developing and enhancing the ICT services across the school.

Developmental

- Under guidance, assist in the strategic development, deployment and support of learning across the curriculum.
- Work collaboratively to identify, organise and help implement an ongoing training structure that enables all staff to maximise their use of ICT services in their roles.
- Attend and participate in all relevant meetings, training and learning activities as required by the Trust.
- Provide performance metrics through reporting data and information to stakeholders as required by the Headteacher.
- Make suggestions and recommendations for technology and service enhancements and optimisations to the Headteacher.
- Support the approach to collaborative working across the estate of the Trust, utilising local knowledge and resources when required and providing knowledge and resources when necessary.

- Highlight, initiate and manage the execution of continuous service improvement opportunities in the school.
- Develop an understanding of, and collaboratively assist in the implementation of, industry best practice methodologies.
- Work collaboratively on the rationalisation, standardisation and centralisation of systems and services as required.

Other

- Maintain your own continuing professional development, keeping up to date with ICT and technological developments.
- Promote effective, open and honest working relationships with all colleagues, internal and external to the school and Trust, to promote an effective employee relations environment.
- Act in such a way that at all times the health and well-being of children and vulnerable adults is safeguarded.
- Be familiar with and actively promote the safeguarding policies of the Trust, completing all essential/mandatory training in this area and adhere to applicable rules, regulations, legislation, policies and procedures within the Trust including safer recruitment, health and safety, equality and diversity, safe use of ICT and data protection.
- Actively challenge and seek to eliminate any directly or indirectly discriminatory practices or behaviours.
- Support less experienced or newly appointed colleagues to ensure an appropriate quality of service delivery.
- Support the operational and strategic development of the IT service where appropriate by identifying opportunities for continuing improvement.

The Roseland Multi Academy Trust is committed to safeguarding and promoting the welfare of children, and expects all staff to share this commitment. Everyone who comes into contact with children and their families and carers has a role to play in safeguarding children. In order to fulfil this responsibility effectively, all professionals should make sure their approach is child-centred. This means that they should consider, at all times, what is in the best interests of the child.

PERSON SPECIFICATION

<u>Relevant Experience</u>	<ul style="list-style-type: none"> ● Proven experience installing, configuring, and maintaining products and services. ● Proven hands-on hardware and software troubleshooting experience. ● Experience of managing people. ● Experience of managing budgets. ● Project management experience. ● IT service management/delivery experience. ● Strong performance measuring and monitoring experience. ● Experience of working in a school / education environment. ● Can demonstrate resilience against challenges and obstacles. ● Ability to work with highly confidential and sensitive information.
<u>Special Knowledge & Skills</u>	<ul style="list-style-type: none"> ● Driving license to allow cross-site working. ● High level of team, interpersonal and communications skills. ● A broad range of technical and system knowledge covering design, implementation and operation. ● An awareness of digital landscapes including cloud services and automation. ● A logical, calm, organised approach to problem solving with proven analytical abilities. ● Proven ability to effectively prioritise and execute tasks in a high pressure environment, ensuring deadlines are met. ● A knowledge and the experience to develop and oversee all ICT Services in the school. ● The knowledge and experience to diagnose and remedy faults to ensure an efficient and effective 24/7 service. ● The experience and desire to project design, purchase and oversee installation of new ICT facilities and capabilities. ● The confidence to plan and assist in the delivery of staff ICT training. ● The desire to be a vital part of the ICT function and to play a role in all operational based activities. ● A high level of initiative, enthusiasm and willingness to work in a collaborative manner. ● Understanding of the impact of Health and Safety and Data Protection legislation in the context of ICT. ● A knowledge and the experience to develop and oversee all ICT Services in the school. ● A belief and an understanding of the power of ICT in administration via MIS and teaching and learning across the curriculum. ● The ability to relate and communicate to young people. ● Proven ability to conduct research into product issues and products as required. ● Ability to present ideas in business-friendly and user-friendly language. ● Highly self-motivated and directed. ● Keen attention to detail. ● Strong customer service orientation. ● Promoting a team-oriented, collaborative environment.
<u>Personal Attributes</u>	<ul style="list-style-type: none"> ● Drive and determination. ● Attention to detail to ensure high quality outcomes. ● A 'can do' and flexible approach with ability to positively adapt to changing priorities. ● Proactive, self-motivated, organised, meticulous and enthusiastic. ● Ability to work under pressure and independently with minimal instruction. ● Good communicator with good judgement in a variety of situations. ● Empathy with young people. ● Innovative and forward-thinking. ● Team player. ● Work with discretion, diplomacy and sensitivity.

