



## **TRUST NETWORK MANAGER**

*The post holder is required to perform the duties below. S/he will be responsible to the Network Manager and will demonstrate a genuine commitment to our equal opportunities policy and the well-being of all students.*

*This job description will be reviewed annually and will form the basis of the staff appraisal procedure. Any issues relating to the review of this job description should be brought to the notice of the Head Teacher by the post holder through the senior line manager. The post holder will undertake the following specific responsibilities in order to fulfil our statutory requirements, school aims, policies and targets.*

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### **Strategic Role:**

- Manage the day to day running and technical oversight of the school's ICT network, its cloud based systems, backup solution, switches and core infrastructure in line the Trusts stated policies.
- Ensure all activity complies with the Health and Safety at Work Regulations
- Ensuring a system is in place for monitoring and ensuring ICT systems are operational, including at evenings and weekends when required
- Be responsible for the line management and appraisal of the IT team
- To strategically promote the school and Trust through web-based communication.

### **Core tasks:**

- Working to develop an effective and resilient LAN at individual sites and across the whole Trust also contributing to the construction, management and configuration on any future WAN
- Contribute to the identification, management and implementation of suitable hardware and software solutions
- Responsible for the school's network management, implementation and maintenance of the network infrastructure across the Trust including cabling, switch management and wireless APs
- Responsible for the Trust's server management; maintenance, updates, general upkeep and running of all the physical and virtual servers
- Responsible for monitoring and maintenance of all Trust computer workstations, including both hardware and software problem resolution
- In conjunction with the COO be responsible for the specification and management of ICT operational SLA's/contracts, including any leasing arrangements
- Manage school data both onsite and offsite including the management of data backups, security, user disk quotas, organisation of shared drives and folder permissions



- Manage user accounts for all main IT systems such as Google Suite, SIMS. OS and application management including workstation builds, license management, the creation and roll out of packages, application updates and maintenance of all IT systems and packages
- Oversee, work with and support the ICT technicians to manage, develop and update Trust systems
- To work with and support the COO and Schools within the Trust, with the introduction of any new software
- Ensure ICT safeguarding practices by managing and deploying effective internet filtering systems and promoting and utilising classroom monitoring software
- Manage and maintain the telephone and broadband systems, including supporting the COO in setting up of new contracts
- Responsible for the implementation of security measures to ensure a secure network. This includes applying appropriate computer and user policies, deploying and maintaining anti-virus software and ensuring servers and workstations are installed as necessary updates
- Liaise with the COO for any procurement activity as required, specifying specification and scope of works when installing or purchasing new equipment, ensuring the Trust obtains value for money
- Develop, implement and monitor ICT supplier performance against agreed service level agreements supporting the COO in taking appropriate action when suppliers underperform
- Support the COO with specifications and quotations for tender purposes
- Review operational and supplier activity providing reports on areas for improvement and raising any risks to the Schools and the COO
- As required, liaise with third party support organisations to resolve support issues with both hardware and software
- Respond to the electronic work request system notifications by prioritising and resolving the tasks specified. Communicating progress to all concerned
- Monitor the effectiveness of the ICT provision throughout the Trust and implement/advise on improvements as required
- Keep abreast of technological advances and advise on future adoption if necessary
- Maintain records of problem investigations and resolutions, recording all major changes made to the network
- Support and advise staff in the use of IT facilities provided by the school
- Keep and maintain appropriate records including asset registers of all ICT equipment
- Manage network downtime to allow for network updates and any infrastructure changes
- Support the Schools to ensure ICT facilities meet the teaching and support staff needs
- To work closely with the COO, and other members of the Executive and Operations Team across the Trust on projects or new developments



## Organisation chart:

Chief Operations Officer —> Network Manager —> IT Team

## Contacts:

- There is frequent contact with all staff, both teaching and support staff. There is also some contact with students.
- There is regular contact with external organisations, notably customer support services at both hardware and software suppliers, Herts SITSS advisers, maintenance contractors and suppliers.

Whilst every effort has been made to set down the main duties and responsibilities of the post, each individual task to be undertaken may not be identified. This job description is current at the date shown, but in consultation with you, may be changed by the Head Teacher to reflect or anticipate in the job commensurate with the grade and job title.

The post holder will be expected to work flexibly and carry out all duties in compliance with the school and learning Trust policies.

This job description will be reviewed annually and there is an opportunity for performance related incremental enhancement which will form the basis of the Appraisal procedure. Any issues relating to the review of this job description should be brought to Chief Operations Officer by the post holder.

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The post holder will be expected to work flexibly and carry out all duties in compliance with school policies.

POL  
March 202