***The Rosewood School – www.trs.kent.sch.uk***

**Job Description: ICT & Network Manager**

**Salary: KR 9**

**The working hours are 08:00-16:00, Monday to Thursday; 15:30 Fridays. Term time and 3 weeks**

**Location: Leybourne**

**Applications Close: 12 July 2022 , 9 am.**

**Start Date: ASAP**

**The School**

The Rosewood school is a school for pupils who are struggling in their current school due to their physical or/and mental health need. Our vision is to combine education and health in transforming the futures of our young people. We have a growing pupil population and are seeking exceptional and inspiring individuals to join our committed team.

We are currently seeking to appoint an exceptional person to join our team at our school in Leybourne. The curriculum offer is changing and as such we are looking for someone who has enthusiasm, drive and is adaptable. You will be supporting pupils and teachers across the school by bringing out the best in our pupils, they absolutely want our teachers to understand their needs but also want to be around people that can inspire and motivate them to succeed.

For each and every person employed at The Rosewood School, we offer you excellent CPD, unwavering support from our senior leadership team and continual opportunities for you to succeed at your own personal and professional development.

**What we're looking for**

As a member of the Rosewood School staff you will be tasked with delivering an exceptional standard of support to our young people. This role represents an exciting opportunity to work as a member of a committed and highly innovative team delivering a curriculum where collaboration and team work is essential.

**Why work for us?**

In return we will promise you a stimulating, supportive and rewarding working environment, where all staff are valued and encouraged to take a leading role in the development of The Rosewood School’s vision and strategy. You will also have the opportunity to access a range of excellent professional opportunities to support your progression.

**Safeguarding**

The Rosewood School 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.

**Purpose of Post:**

The ICT & Network Manager will oversee the efficient and effective operation and planning of ICT infrastructure across The Rosewood Schools, while providing hands-on ICT support to staff across the school. You will be responsible for all ICT hardware and software, servers, storage management, security, disaster recovery/business continuity.

To provide the project management skills to allow for strategic planning in the best use of ICT to meet current and future initiatives and developments.

The Network Manager will need to ensure that a high quality ICT provision is available between the hours of 8 am – 4.00pm ( 3:30pm Fridays).

**Main Responsibilities**

* Responsible for managing and controlling all technical aspects of the installation, configuration, operation, maintenance, and development of the School’s ICT hardware, software and network infrastructure including:
	+ Servers
	+ Wired and wireless network devices
	+ Network security
	+ System performance
	+ Network infrastructure (DHCP, DNS, Switch Management)
	+ Management Information Systems - SIMS/FMS
	+ Workstations and mobile devices
	+ Software, local and cloud-based
	+ Ethernet cabling
	+ Printers
	+ Interactive Whiteboards and projectors
	+ Email system
	+ Website administration
	+ CCTV
	+ Telephony
* To work closely with The Business Manager to promote and advance the level of ICT throughout the school by creating an ICT Training Policy to consider the provision of training sessions in the use of both hardware and software, for staff (both formal and ad-hoc);to provide some classroom support for students by the creation of (or assisting in the creation of) training materials as appropriate; and by the provision of technical support in the use of ICT in the classroom to meet curriculum priorities and administration needs,
* Responsible for the creation, configuration, administration and management of network systems (user accounts, ID’s, passwords, menu systems, etc) to meet school needs,
* Review and backup system to ensure against loss of data through error, abuse, malfunction or disaster
* Supervisory responsibilities for ICT apprentices
* Ensure the efficient running of all servers, computers and peripherals
* Resolve ICT problems reported by staff, referring to external support organisations where necessary and keeping staff informed of progress with solutions through the Helpdesk
* Act as point of contact regarding all technical issues with manufactures, suppliers, ISP and external support organisations
* Responsible for pricing and procurement of ICT devices, software, repairs and contracts, including sourcing best pricing from suppliers and completing order forms as appropriate
* Ensure that ICT equipment and workstations meet the requirements of health and safety legislation and are maintained in a secure, clean and safe manner
* Liaise with site staff to coordinate any new electrical wiring, benching or physical installations
* Maintain all necessary records and documentation including network maps and inventories and details of licences, warranties and equipment checks as necessary
* Attend meetings and offer guidance on technical issues to staff
* Support the administration team in the upkeep of Management Information Systems, offering guidance and assisting with data management.

**MAIN DUTIES**

**Desktop and Application support**

* Perform a wide range of hardware repairs and upgrades
* Detect, diagnose and resolve most PC, printer and peripheral device faults
* Follow instructions to install and upgrade client and server applications.
* Identify and install essential software patches
* Identify application compatibility issues.
* Be on call during working hours, for school and remote staff and pupils IT support.

**Server and Network Support**

* Manage active network components including switches, wireless access points and controllers, routers and bridges.
* Install software on server, troubleshooting installation
* Maintain hardware and software on servers.
* Set disc space and printer quotas
* Create and manage access rights for network shares
* Monitor system logs
* Manage remote access to the school’s network

**Health & Safety**

* To plan for and implement (as necessary) appropriate Emergency and Business Continuity Plans
* To lead on the production of risk assessments for areas of responsibility
* Advise other staff of health and safety aspects of proposed developments
* Arrange for the collection and/ secure disposal of old equipment

**Configuration and Installation**

* Assist in creating and implementing a structured approach to rolling out new hardware or software, including procurement, testing and assessing the needs for user training.
* Manage collection of, appropriate access to, and storage of relevant data.
* Plan and implement installation of PC’s, printers, interactive whiteboards, projectors and other network and ICT devices.

**Continuity, Maintenance & Security**

* Develop a maintenance schedule for staff and pupil IT.
* Maintain an up to date inventory of hardware and of software licences
* Identify failing systems and suggest solutions.
* Responsible for continuing development of backup/anti-virus policies
* Ensure school policy on staff and pupil access to data and files is implemented.

**Support Request Management**

* Interpret detailed diagnostic information.
* Prioritise resolution and determine whether external support is required
* Monitor and Manage server logs and use them to inform developments/support
* Produce reports from the support log to provide basic management information on the volume and nature of requests

**Internal Support Arrangements and External Contracts**

* Review standards achieved by internal support
* Assess the effectiveness of external support and introduce resolutions where applicable

**Strategy & Planning**

* Have an overall view of the capabilities of the school’s ICT service and in conjunction with the School Business Manager contribute to continuous improvements to meet future needs
* Plan with the School Business Manager for major developments of the ICT service and manage their implementation,
* Develop clear policies on a range of ICT

**People Management**

* Supervisory responsibilities for apprentices if appropriate.

**General**

* Effectively communicate (verbally and in writing) technical information at an appropriate level, and in a suitable style, having assessed the audience.
* To ensure compliance and actively promote Health & Safety at Work legislation.
* Document current Policies and Practice,
* To take responsibility for continuing personal and professional development and to keep abreast of all relevant legislation in order to facilitate all aspects of the post.
* Fluency in English
* To take a proactive approach toward the school’s ‘Best Value’ ethos and ensure compliance with appropriate legislation and school policies.

The above mentioned duties are neither exclusive nor exhaustive and the post holder may be called upon to carry out such other appropriate duties as may be required by the School Business Manager/Executive Headteacher within the grading level of the post and the competence of the post holder.

**Person Specification**

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|  | **CRITERIA**  |
| **QUALIFICATIONS** | Level 4 Diploma (or equivalent) and/or holding or working towards a full professional qualification with extensive experience in a relevant field. |
| **EXPERIENCE** | Experience in all aspects of ICT technical support. Experience of relevant hardware and software Experience of working with Windows Server environment – AD, DHCO, DNSExperience of working with network hardware, eg switches data cabling, LAN, & WLANExperience of working with RM / EIS Community Connect environment.Experience of staff Management Experience of Managing Budgets |
| **SKILLS AND ABILITIES** | Requires skills to analyse and interpret data, such as usage trends; develops specifications for software and hardware Strong knowledge of computer OS inc installations, maintenance and troubleshooting.Good communication skills for offering information, advice and guidance on complex ICT issues, such as software compatibility; negotiates with suppliers Ability to work under pressureStrong skills with MS Office applications |