



Leading Parent
Partnership Award

2020-2023



Artsmark
Gold Award
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Council England



St Nicholas School

Network manager

Job Description

Job title: ICT Network manager

Reports to: Headteacher

Grade: KR10

Contract: 37 hrs. / Wk. Full Time

Purpose of Job:

The role will see you maintaining the efficient working of the schools ICT equipment and infrastructure. We require a dynamic, proactive and well organised ICT network manager to support the school and ensure the smooth running and development of school systems. This is an exciting opportunity to join a thriving school based over eight sites in the Canterbury area.

Person Specification:

Essential –

A sound educational background with good levels of achievement in English, Maths and IT.

A strong commitment to self-improvement and learning.

To be flexible with a proactive nature.

To work well as part of a team, with the skills and ability to also work independently.

To have excellent verbal and written communication skills.

Experience of maintaining a range of end-user devices in a customer facing environment for 2+ years

Experience with Office 365, Azure, Intune, Teams and OneDrive

Must hold a full driving license as the school is split over 8 sites. The role is primarily based at Holm Oak Close, Canterbury, but you will be required to attend to support requests at our satellite provisions.

Desirable –

Understanding of the principles of ITIL service delivery

Experience of Management Information Systems (Arbor)

Experience of IP telephony

Experience with Aruba, Meraki and Ruckus networking and Dell servers.



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Experience with Microsoft server solutions including Azure active directory, Defender 365 Endpoint manager and Exchange.

Familiarity of working in an educational context

Principal Accountabilities:

Manages computer hardware, software and systems within school and provides technical support to school network to ensure effective IT provision to school for both curriculum and administrative purposes.

Provides advice to other Facilities and staff on purchase of appropriate equipment to meet identified needs.

Identifies and installs hardware and software to develop school systems in line with changing technology.

Assists staff training in new software applications on an "as required" basis to ensure staff can maximise IT resources.

Ability to create and maintain records for maintenance and support requests, and the associated resolutions to identify common issues or trends within ICT to minimise the reoccurrence of issues, through training and/or preventative maintenance.

Assists in the resolution of network problems, maintains and repairs hardware and software to enable the smooth running of all school IT systems.

Ability to develop, maintain, and review ICT services and systems to ensure that they are secure, reliable, performant, and suitable for use within the school, including the maintenance and storage of asset and configuration data.

To work alongside staff and pupils to support ICT learning activities.

To assist in maintenance of ICT equipment in the sensory room and specialist rooms.

To set up ICT request for events such as outreach courses, training, and staff development days.

To ensure the ICT equipment in the school is securely stored.

Repair of ICT equipment including laptops and iPads. Understanding and knowledge required to identify fault and problem solve.

Job Context:

The Post holder has contact, daily, with teachers, teaching assistants, pupils, and support teams. The Post holder is responsible for repairs to all ICT equipment, but, when necessary, is responsible for arranging replacements along with external IT support. The Post holder works within national guidelines such as Health and Safety as well as the school's ICT policy.

In general, the Post holder works on their own initiative, setting their own deadlines and completing tasks but does have regular contact with external IT support to discuss projects, specific deadlines, and the future progression of IT in the school.