



MAIDSTONE
GRAMMAR SCHOOL

FOUNDED 1549

Assistant Network Manager Candidate Information Pack

Dear Prospective Candidates

At Maidstone Grammar School, we believe in providing a supportive and inclusive environment that prepares young people for the future. Our school is not just an academic institution, but a way of life that combines a strong focus on academic success with opportunities to develop leadership skills and give service to our community.

Our vision, ethos, and values can be broken down into two main pillars: Inspire to Learn and Inspire to Belong. We strive to inspire our students to love learning, to be curious, and to ask challenging questions. We want them to be independent, know how to respond to feedback, and see the connections across different subjects. Alongside this, we also inspire our students to belong to their school – ensuring they feel safe and supported, having respect for one another, and having a sense of identity. We help students to develop strong moral values such as patience, humility, courage, ambition, drive, and enthusiasm.

As part of this vision and ethos, we also place great emphasis on valuing and preserving our history and traditions. Our school motto, "Olim Meminisse Juvabit" ("A joy it will be one day, perhaps, to remember even this"), taken from Virgil's Aeneid, encapsulates the values and ideals of Maidstonians and reminds us of the generations that have come before us. We believe that our unique vision, ethos, and values are what sets MGS apart and is what makes our school an excellent choice for prospective candidates.

Our approach to education is built on the idea that forming strong and lasting relationships is the basis of a successful and fulfilling school life. Our staff and I strive to provide students with a nurturing and inclusive environment that addresses the individual needs of each student and helps them to develop self-respect, self-discipline, and self-understanding. We want students to have fond memories of their time at MGS and leave as confident, self-assured, mature, responsible, and capable young adults with a strong work ethic.

If you share our passion for fostering a close-knit and supportive learning community where academic and personal growth is prioritised, then we would be thrilled to have you apply to join our team at Maidstone Grammar School.

Yours sincerely

Mr M Tomkins BSc NPQH
Headmaster, Maidstone Grammar School

Required as soon as possible

Assistant Network Manager
37 hours a week, 52 weeks per year
Kent Range 9, £32,485 - £36,693

We are looking to appoint an Assistant Network Manager to act as Second within the IT Support Department. Working with the Network Manager & a team of three technicians to be actively involved in the management of the schools network, department staff & IT systems. Full details in the job description.

MGS offers a stimulating academic environment in which to work with students whose commitment to study has been highly praised by Ofsted.

Please contact the Headteacher's PA, Mrs DA Friend, by phone or e-mail (dfriend@mgs.kent.sch.uk) for a Job Description and an application form or download from our website www.mgs.kent.sch.uk

The deadline for the receipt of applications, by letter with completed MGS application form is midday on Wednesday 11 October 2023. Application via email is acceptable. Applications will be considered as they are received. Suitable candidates may be interviewed before the closing date and Maidstone Grammar School reserves the right to withdraw the position if an early appointment is made. Please note that CVs will not be accepted.

Maidstone Grammar School is committed to safeguarding and promoting the welfare of children and applicants will undergo child protection screening appropriate to the post, including checks with former employers and the DBS. Maidstone Grammar School is an Equal Opportunities Employer.

Job Title: Assistant Network Manager (2 i/c in Department)
Kent Range 9 - £32,485 - £36,693
37 hours a week/52 weeks per year

Reporting to: Network Manager (deputising in his absence)

Purpose of the Job:

To act as Second in the department, working with the Network Manager to be actively involved in the management of the department's staff. To assist with sourcing, commissioning, design and administration of the School's IT, AV, data and telephony systems. Configuration of equipment and connections to the network, performance monitoring and fault management. Play a leading role in the security and administration of the schools network and provide 2nd & 3rd line IT Support. Part of team of five providing IT support and Implementation services. First point of contact for junior IT staff in the event of an escalation to a call.

Main Duties and Responsibilities:

To provide desktop & server operating system and application support. Expected standards:

- 2nd & 3rd level contact/support for 120+ staff and circa 1500 students (with dept technicians & Network Manager)
- 1st, 2nd & 3rd line support for 500+ PC's and laptops
- Jointly responsible for specialist support both hardware and software across the schools server & switch infrastructure.
- Some examples of specific types of support include: server maintenance & configuration inc Hyper-V)
- Administration and Support of the schools Windows 2016/2019 Microsoft Windows AD Network.
- Build & Deployment of system images & software using MDT/WDS & Active Directory
- Manage the configuration of system backups (Veeam)
- End user education
- System builds on Windows 10, Server 2016/2019 & MS Office/O365 Suites inc Administration

To provide advanced user and network server & infrastructure support. Expected standards:

- Initiation and escalation & troubleshooting network issues (HP/Aruba & Ruckus WiFi i6)
- Apply a logical, systematic and resourceful approach to solve problems
- Ability to accurately document procedures and issues

To provide specialist support while working closely with other team members. Expected standards:

- Support and install and configure system specific software including educational based packages.
- Configuration and maintenance of Active Directory and Exchange Online (Within Office 365)
- Maintain asset database of hardware and software up to date (Web based system)
- Train staff in the use of ICT within the school.
- Work closely with the other school IT Technicians & Data Manager to provide an excellent IT service to staff and students. Liaise with the IT Manager effectively
- Support the MIS system in the absence or unavailability of the Data Manager.
- Install, configure and support a wide range of Audio Visual Equipment (Large Touch Screen/ AV etc)

Working Conditions & Relationships:

To work closely with the Network Manager and Bursar to ensure that the network, servers, electronic classroom/school devices, data and software are working effectively and efficiently throughout the school.

Hours of work are 8am to 4pm Monday, 8.30am to 4.30pm Tuesday to Thursday and 8am to 3.30pm Friday with a 30 minute lunch break. Additional hours occasionally worked to complete tasks.

Person Specification

	CRITERIA
QUALIFICATIONS	Background in IT Support A+ Certification or other appropriate IT Industry qualifications
COMMUNICATION	Excellent communication and customer facing skills
KNOWLEDGE	Ideally 36+ months in a senior IT Technical role. Experience and knowledge of the following: <ul style="list-style-type: none"> • Windows 10. Windows Server 2016, 2019 • MS Office applications 2016/9 • Office 365 administration.(AAD, Entra etc) • Active Directory, Hyper-V & Virtual Servers • LAN (Aruba/HP) & Ruckus WLAN technology • TCP/IP inc DHCP, DNS & LAN/WAN Topology • Printers, scanners, digital cameras & mobile devices • Web Programming (CMS & PHP) desirable • Adobe Premier Pro, Photoshop & Dreamweaver CC • Cloud Backup systems (Veeam) • CCTV/VOIP & POE • HP/Aruba Switch administration • OS Deployment using MDT/WDS • Comfortable in the advanced use of MS PowerShell
COMMITMENT & ATTITUDE	<ul style="list-style-type: none"> • Able to work in a team • Analytic approach when solving problems • Has a committed, positive approach to colleagues and clients. • Shows enthusiasm for all tasks and responsibilities and promotes a positive image of the IT department • Shows initiative for new technologies and able to apply logic and good problem solving skills when faced with problems • Able to demonstrate initiative when faced with complicated problems/scenarios • Willing to occasionally out of hours
QUALITY & QUANTITY	<ul style="list-style-type: none"> • Able to plan, schedule and monitor own work within limited time horizons • Able to make sure a task is completed on time but also ensure that work is completed to a high standard.
ADAPTABILITY	<ul style="list-style-type: none"> • Focused and motivated at all times, will be involved in issues at all levels from routine tasks to exciting project responsibilities.