VIAT VALLEY INVICTA ACADEMIES TRUST

VALLEY INVICTA PRIMARY SCHOOL AT AYLESFORD

VALLEY INVICTA PRIMARY SCHOOL AT EAST BOROUGH

VALLEY INVICTA PRIMARY SCHOOL AT HOLBOROUGH LAKES

VALLEY INVICTA PRIMARY SCHOOL AT KINGS HILL

VALLEY INVICTA PRIMARY SCHOOL AT LEYBOURNE CHASE

INVICTA GRAMMAR SCHOOL

SCHOOL OF SCIENCE & TECHNOLOGY MAIDSTONE

THE LENHAM SCHOOL

VALLEY PARK SCHOOL

NETWORK MANAGER

VALLEY PARK SCHOOL

Shaping Tomorrow's Future Together

JOB DESCRIPTION

Job Title	Network Manager
Grade	VIAT 9
School / Department	Valley Park School
Base	Valley Park School
Hours	37 hours per week, full time
Reports to	Assistant Headteacher
Accountable to	Headteacher/Executive Headteacher

Job Summary

The Network Manager will be responsible for overseeing the day-to-day IT operations of the school, providing 2nd line support to staff and students. In addition to this, the postholder will be responsible for the maintenance and development of the school network, the management of the school's IT equipment and the development of the school's IT strategy. The postholder will be responsible for the management, training and performance management of the IT Support Department, including the IT Technicians and any IT Technician Apprentices.

The role will form an excellent opportunity for a seasoned IT engineer with great people skills who wishes to take responsibility for leading an IT department.

The role will be mainly independent, but the postholder will have regular communication with the Trust IT team for support with technical issues and development of strategy.

Key Working Relationships

- Executive Headteacher and Headteacher
- School Staff – Teaching and Non-Teaching
- School Students
- Trust IT Director
- Trust Technical Specialist
- IT Teams from Other Trust Schools

Key Responsibilities

Network Management and Leadership

- Produce and maintain a strategic technical plan for ICT across the school.
- Produce and monitor a cost matrix for expenditure over a five-year period, regularly updating the Leadership Group
- Manage the installation of new networks and network services, liaising as appropriate with external bodies such as consultants, contracted installers and suppliers.
- Oversee the development and maintenance of school systems, including the MIS and Virtual Learning Platforms
- Manage the school's IT team, prioritising workloads and lead their Performance Management, ensuring continuing professional development
- Lead on the recruitment, training and development of IT apprentices in school.
- Ensure that the IT system is secure and protected against viruses and fraud, ensuring filtering procedures are implemented to safeguard staff and students.

Day-To-Day Support

- Coordinate a responsive, enthusiastic and comprehensive IT support service to staff and students within the school;

- Lead a team to be the 1st point of contact for supporting staff and students, providing face-to-face and telephone cover of the school IT helpdesk as consistently as possible;
- Resolve technical issues and enquiries as promptly as possible, where necessary, and within specified support levels;
- Maintain documentation and data on incident handling through the IT service desk platform;
- Collaborate with others, making use of staff within the other Trust schools and central Trust IT teams to provide more technical input and expertise as required;
- Ensure a suitable level of 1st and 2nd line support is in place to all staff and students including, but not limited to:
    - Diagnosis and resolution of hardware and software faults with student e-Learning iPads;
    - General administration of records and information relating to the e-Learning schemes including the logging, monitoring and escalation of cases with third-party maintenance providers;
    - User account creation, administration and closure;
    - Day-to-day administration of school Information Systems, ensuring that issues are resolved promptly and accurate records maintained;
    - Routine server and infrastructure maintenance tasks including back-up management, deployment of updates and upgrades;
    - Deployment of software to client devices and servers, as well as management and monitoring of licenses for software packages.
- Support subject teaching where required by providing technical input where required;
- Maintain a wide range of datasets in order to ensure that information is maintained accurately in a structured and reliable fashion.

IT Service Management
- Provide line management for other IT staff, ensuring that they maintain an effective IT service and deliver required objectives.
- Coordinate the work of the school IT team ensuring that activities are appropriately prioritised, keeping appropriate records of current, outstanding and completed work;
- Monitoring helpdesk performance with appropriate metrics in order to ensure that the IT service is effective as well as to drive improvement;

Budget and Contract Management
- Monitor expenditure and procurement activities in order to ensure that IT budgets are managed effectively
- Ensure that all IT contracts are reviewed effectively, providing advice to the Headteacher/Executive Headteacher and IT Director as required;
- Review, maintain and implement contracts for services as required, ensuring that contracts are managed and renewed where necessary in line with procurement requirements;
- Monitor the school device estate ensuring that lifecycle replacement and renewal projects are scheduled as necessary.

Project Delivery
- Develop, implement and review local infrastructure, system and equipment projects within the school seeking technical and management support as necessary;
- Oversee delivery of all projects within the IT team.
- Provide advice to staff in development of IT solutions to meet school teaching and non-teaching needs;
- Advise the Headteacher/Executive Headteacher and IT Director on development priorities, in order to resolve issues, maintain function or improve service delivery;
- Maintain effective project documentation and datasets as necessary.

Safeguarding

As a VIAT employee you will commit to safeguarding and promoting the welfare of children and young people.

Equality and diversity

The Trust expects every employee to take responsibility for promoting a culture that values and respects difference.

Statement

The list of duties in this job description should not be regarded as exclusive or exhaustive. There will be other duties and requirements associated with your job, and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

PERSON SPECIFICATION		
AREA	**ESSENTIAL**	**DESIRABLE**
Qualifications	▪ 5 GCSEs or O-Levels as a minimum including Maths and English, or equivalent.	▪ IT / Computer Science qualifications at GCSE or A- level ▪ ITIL Foundation certificate ▪ PRINCE2 or APM qualifications
Experience	▪ Effective Delivery of first and second line support to users in telephone, email and face-to-face settings ▪ Effective Delivery of first and second line support to management level users ▪ Supervision or management of IT support and technical staff ▪ Experience with a broad range of client and server technologies ▪ Maintenance and management of good quality documentation and data records	▪ Supervision or management of IT support and technical teams ▪ Successful delivery of IT projects ▪ Management of IT budgets including pay and non-pay components ▪ Experience of delivering IT support to students and staff within an educational setting
Knowledge	▪ Understanding of tools, techniques and processes necessary to deliver a comprehensive, 'hands-on', first and second line support service to users ▪ Comprehensive knowledge of operating system and relevant application technologies from a user / client perspective ▪ Basic to moderate knowledge of infrastructure / server technologies and platforms	

Skills	▪ Extensive technical skills appropriate to deliver IT support services to students and staff by telephone, email or in face-to-face environments, specifically including:
	
	  o Apple iPads
	
	  o Apple DEP, Apple School Manager
	
	  o MDM Platforms
	
	  o iMacs and MacBooks
	
	  o Window 10 desktops and laptops
	
	  o Diagnostic and fault-finding
		▪ Advanced skills with:
		
		  o Active Directory
		
		  o VMware and Server Virtualisation
		
		  o MDM Implementation and Deployment
		
		  o Complex system implementation and deployment
		
		  o Application packaging
		
		  o Desktop imaging and deployment solution implementation
		
		  o SCCM

	o Configuration, deployment and renewal o Operating System and application support (iOS, MacOS, Windows) o Office365 o Active Directory Administration and Group Policy Management o Telephony Platforms (especially VOIP based) o Wireless and cabled networks, IP addressing and basic routing ▪ Basic technical skills with: o Windows Server platforms o Infrastructure services including DNS, DHCP o VMware and Server Virtualisation o System implementation and deployment ▪ Ability to communicate effectively with users and stakeholders at all levels of the organisation ▪ Effective at providing an 'end-to-end' service where achievement is measured by user satisfaction ▪ Ability to prioritise tasks effectively ▪ Able to manage and deliver minor projects	▪ SharePoint administration and minor development
Attributes	▪ Good one-to-one personal skills, particularly when communicating complex IT issues to nontechnical staff and students ▪ Independent and self-managing with the ability to exercise good judgement when considering the need for escalation ▪ Ability to work as part of a team ▪ Possessing a calm, friendly nature ▪ Flexible approach to tasks, new ideas and change ▪ Professionally discreet and able to respect confidentiality	

	▪ Confident and able to use own initiative	