

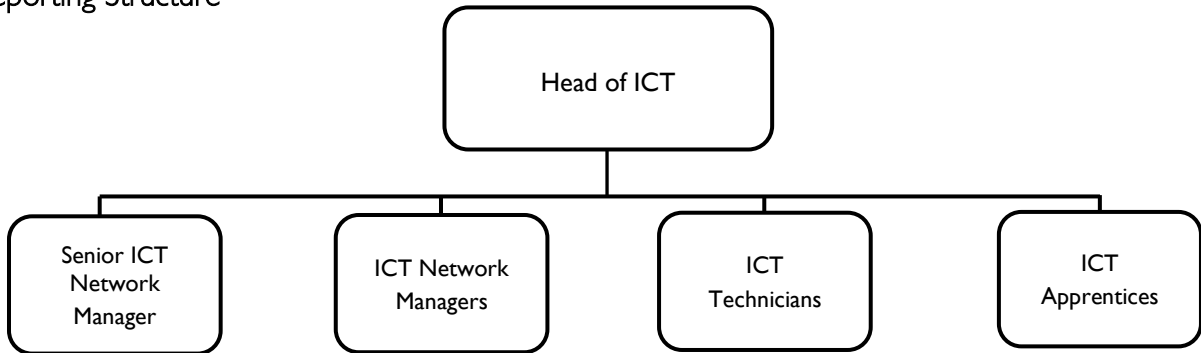
# Job Description



Post Name	ICT Network Manager
Post Number	3079
Responsible to	Head of ICT
School	Bedales
Department	ICT
Category	Support
Salary Grade	9 - 10
Salary Range	SCP 35 to 41
Last revision Date	March 2022

<p><b>Job Summary</b></p> <ul style="list-style-type: none"> <li>• Provide 2<sup>nd</sup> and 3<sup>rd</sup> line, and where required 1<sup>st</sup> line, support to the Three Schools</li> <li>• Administer all aspects of the school's ICT infrastructure and systems</li> <li>• Enhance the ICT infrastructure, implementing ICT developments and changes which improve the use of ICT across the Three Schools</li> <li>• Consistently demonstrate the Support Staff Professional Attributes &amp; Competencies associated with the post</li> </ul>
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## Reporting Structure



Line Manager to:	
•	N/A
PRAD Manager to:	
•	N/A
PRAD Contributor to:	
•	N/A
PRAD Manager for this post:	
•	Head of ICT

## Job Description

PRAD Contributors to this post
N/A
<b>Principal Duties &amp; Responsibilities</b>
<b>2<sup>nd</sup> and 3<sup>rd</sup> Line Support</b> <ul style="list-style-type: none"><li>• Provide direct and indirect 2nd and 3rd line support, and 1st line as required, to ICT stakeholders including teachers, staff, pupils, parents and governors</li><li>• Log and progress all issues on the ICT Helpdesk, adhering to SLAs</li></ul>
<b>Infrastructure &amp; System Management</b> <ul style="list-style-type: none"><li>• Maintenance, configuration, administration, updating and optimisation of all school wide and department infrastructure/systems, ensuring they are available at all times, which includes but is not limited to:<ul style="list-style-type: none"><li>○ Internet links</li><li>○ Cabling and network switch estate</li><li>○ Wireless network</li><li>○ Windows servers</li><li>○ Printing estate</li><li>○ Email system</li><li>○ Anti-virus and anti-spam systems</li><li>○ Management Information System and Virtual Learning Environments</li><li>○ Apple servers &amp; infrastructure</li><li>○ Phone system</li><li>○ Audio visual theatres and installations</li><li>○ PC deployment/server management</li><li>○ UPS</li></ul></li><li>• Administration and performance of backups of all school ICT systems</li><li>• Configuration of all ICT child protection mechanisms including email filtering, internet filtering rules etc.</li></ul>
<b>ICT Development &amp; Enhancements</b> <ul style="list-style-type: none"><li>• Identify improvement opportunities around the school where ICT can indirectly or directly enhance the use of ICT within the Three Schools</li><li>• Manage and own ICT development and improvement projects, from initial vendor sourcing through to project implementation and completion, ensuring the initiatives enhance the use of ICT overall, on time, to budget and to the needs of the requestor</li><li>• Stay abreast of latest ICT technologies/trends and proactively advise the Head of ICT of improvement opportunities</li><li>• Maintain awareness of the latest security trends, recommending and implementing protection measures to protect data held by the schools</li><li>• Mentor colleagues, reviewing their workload, advising on enhancements and ensuring improvements are implemented in to their working practices</li><li>• Provide support and guidance to staff and pupils on any aspect of ICT use, ensuring their ICT capabilities are enhanced and they are comfortable using ICT technologies</li></ul>
<b>Administrative Tasks</b> <ul style="list-style-type: none"><li>• Manage and develop ICT monitoring systems, ensuring ICT is being used correctly and legally around the Three Schools, highlighting any discrepancies to the Head of ICT i.e. software license violations, low disk space etc.</li><li>• Accurate maintenance and updating of ICT documentation/paperwork including hardware and software asset registers, the Wiki, the intranet, equipment audits, training material and any other ICT records</li><li>• Maintaining correct information in ICT systems i.e. updating systems following staff joiners, leavers and movers etc.</li></ul>

## Job Description

<p><b>1<sup>st</sup> Line Support</b></p> <ul style="list-style-type: none"><li>• Liaise with colleagues to ensure ICT help and support is available to teachers, staff, pupils and parents at all times during and occasionally outside of core support hours</li></ul>
<p><b>Team</b></p> <ul style="list-style-type: none"><li>• Responsible for fostering good working relationships with colleagues and peers within the ICT team</li><li>• Responsible for managing own performance with regards to absence, time keeping and discussing any concerns with the Head of ICT</li><li>• Support the Department in inducting new starters into the team and helping them integrate into the team to ensure staff retention</li><li>• Support the ICT operation in seeking ways of continuously improving as a team</li></ul>
<p><b>Communications</b></p> <ul style="list-style-type: none"><li>• Communicate effectively to departments and schools, ensuring all staff are kept abreast of any changes or work affecting them</li><li>• Work as a member of the ICT team to achieve the department objectives through liaison and co-operation with others</li><li>• Keep the Head of ICT fully informed of all matters that may affect the smooth and efficient operation of the department or team morale</li><li>• Implement the Visitor procedure for all site visitors – whether company employees or 3rd party visitors</li></ul>
<p><b>Self-Development</b></p> <ul style="list-style-type: none"><li>• Progress and develop in the role through full participation in and co-operation with any training, coaching and support offered in conjunction with the role</li><li>• Attend training sessions as and when required to ensure compliance with Health &amp; Safety, Safeguarding, School Policies and procedures or other training programmes as directed</li></ul>
<p><b>Health &amp; Safety</b></p> <ul style="list-style-type: none"><li>• Adhere to the School Health and Safety policy</li><li>• Ensure daily adherence to the School Health &amp; Safety standards</li><li>• Work in accordance with the manual handling regulations ensuring risk assessments are adhered to</li></ul>
<p><b>Safeguarding Responsibilities</b></p> <p>The safeguarding responsibilities of the post include :</p> <ul style="list-style-type: none"><li>• Safeguarding and promoting the welfare of children;</li><li>• fostering a culture of openness, safety, equality and protection;</li><li>• providing a safe and welcoming environment where both children and adults feel secure, able to talk and believe that they are being listened to;</li><li>• playing a key role in prevention of harm and an equal responsibility to act on any suspicion or disclosure that may indicate a child is at risk of harm;</li><li>• When concerned about the welfare of a pupil, acting in the best interests of the pupil.</li><li>• All staff have a key role to play in identifying concerns early and in providing help for children and are expected to act in accordance with the school Safeguarding &amp; Child Protection Policies.</li></ul>
<p><b>Contact with children</b></p> <ul style="list-style-type: none"><li>• As the role involves unsupervised &amp; regular contact and interaction with pupils during the course of undertaking normal duties on a day-to-day basis, in a variety of settings, all post holders are expected to adhere to and fully comply with the school Safeguarding Policy</li><li>• This post is Regulated Activity.</li></ul>
<p><b>Support for the School</b></p> <ul style="list-style-type: none"><li>• Read, understand and abide by the latest KCSIE statutory guidance and the school's safeguarding policy and staff code of conduct. All employees are required to complete an annual self-declaration in relation to their suitability to work with children. Queries about these documents are encouraged and should be directed to the Designated Safeguarding Lead in the first instance</li><li>• Be aware of and comply with the school's policies and procedures relating to equal opportunities, dignity at work, health, safety and security, confidentiality and data protection, reporting any concerns to an appropriate person</li></ul>

## Job Description

- Contribute to the overall ethos, work and aims of the school
- Establish constructive and positive working relationships with staff, pupils, parents, Governors and external agencies and contacts of the School

Induction Training		
Name of Course	Delivery Mechanism	Timings
<b>Role Specific</b>		
None specified		
<b>General Health &amp; Safety</b>		
Health & Safety Induction	E-learning	Within probation period
Fire Safety	E-learning	Within Induction Period
Manual Handling	E-learning	Within Induction Period
DSE Self-Assessment Checklist	E-learning	Within Induction Period
<b>Safeguarding</b>		
Bedales Safeguarding & Child Protection Training	On Line Course via the school intranet	Within Induction Period & annually thereafter
Annual Child Protection Certificate	E-learning	Within Induction Period & annually thereafter
Child Sexual Exploitation	E-learning	Within probation period
E Safety	E-learning	Within probation period
FGM	E-learning	Within probation period
Prevention of Radicalisation	E-learning	Within probation period
Preventing Bullying	E-learning	Within probation period
<b>CPD Training</b>		
Name of Course	Delivery Mechanism	Timings
None specified		

Additional Suitability Checks	
Name of Check	When Completed
Standard checks for category of post	Prior to start date

General
<p><i>This description is not intended to establish a total definition of the job, only an outline of the duties involved. The job holder will be expected to carry out any other duties commensurate with the level of the post and which may reasonably be required by the Head according to the normal practice of an independent school. The School may amend the Employee's duties and responsibilities from time to time and may require the Employee to undertake other duties and responsibilities as are necessary to meet the needs of the School, its pupils, educational requirements and pastoral standards of care</i></p>

Please sign below to confirm that you have read and accepted the role as defined above:

Employee Signature		Date	
Print Name			

## Job Description

### Career Progression

Competency	Grade
<p><b>Highly Skilled</b></p> <ul style="list-style-type: none"> <li>• Fulfils every aspect of the job description to a consistently high standard, technical expert and fully aware of functional capability of all ICT under the role's responsibility, often going above and beyond and exceeding end user requirements</li> <li>• Acts in a mature and professional manner at all times and is considered a positive role model to others</li> <li>• History of successfully implementing three school, site wide, complex ICT projects and developments on time, to budget and to the site's satisfaction</li> <li>• Proactively identifies problems and implements resolutions before they arise</li> <li>• Receives nothing but positive feedback from staff and colleagues</li> <li>• Regularly contributes ideas and implements improvements, enhancing ICT across the three schools</li> <li>• Consistently resolves all tickets politely, with an agreeable solution and on time in accordance with end-user expectations and SLAs</li> <li>• Consistently provides a world-class customer service, regularly goes above and beyond</li> <li>• Consistently demonstrates excellent communication skills, both verbally and written, no guidance needed</li> <li>• Consistently achieves high standards of work which is always error free</li> <li>• Works with senior colleagues to develop ICT procedures and processes</li> <li>• Works autonomously</li> <li>• Typically at least 4 years' + experience in this or a comparable role</li> </ul>	<p>Grade 10 SCP 40 to 41</p>
<p><b>Skilled</b></p> <ul style="list-style-type: none"> <li>• Experienced and highly competent in all areas of the job description, minimal training and support required, technical expert and fully aware of functional capability of some ICT under the role's responsibility</li> <li>• Contributes to ICT strategy and direction, sometimes identifying, investigating and implementing school ICT developments</li> <li>• History of successfully implementing several school-specific ICT projects and developments on time, to budget and to the school's satisfaction</li> <li>• Identifies problems and implements resolutions as they arise, some proactive approach demonstrated</li> <li>• Receives positive feedback from staff and colleagues</li> <li>• Is a role model to others, assisting colleagues demonstrating expert technical capabilities</li> <li>• Contributes ideas and implements improvements, enhancing ICT within a school/departments</li> <li>• Subject matter knowledge in most areas of the job description</li> <li>• Resolves tickets politely, with an agreeable solution and on time in accordance with end-user expectations and SLAs</li> <li>• Consistently provides a world-class customer service to end users</li> <li>• Demonstrates a mature and professional manner at times</li> <li>• Demonstrates good communication skills, both verbally and written, minimal guidance needed</li> <li>• Work is of a high standard and usually error free</li> <li>• Correctly follows ICT procedures and processes</li> <li>• Works with minimum supervision and direction</li> <li>• Typically at least 2-4 years' experience in this or a comparable role</li> </ul>	<p>Grade 9-10 SCP 38 to 39</p>

**Job Description**

<p><b>Semi-Skilled</b></p> <ul style="list-style-type: none"> <li>• Typically less than 2 years' experience in this or a comparable role</li> <li>• Aware of ICT strategy and direction, begins identifying, investigating and implementing school ICT developments</li> <li>• History of successfully implementing several department ICT projects and developments, on time, to budget and to the department's satisfaction</li> <li>• Identifies problems and implements resolutions as they arise</li> <li>• Receives occasional positive feedback from staff and colleagues</li> <li>• Offers assistance and guidance to colleagues demonstrating sound technical capabilities</li> <li>• Occasionally contributes towards improvements ideas</li> <li>• Subject matter knowledge in some areas of the job description</li> <li>• Generally resolves tickets politely, with an agreeable solution and on time in accordance with end-user expectations and SLAs</li> <li>• Demonstrates a clear understanding of how to provide a world class customer service, mostly provides a world-class customer service to end users</li> <li>• Demonstrates a mature and professional manner some of the time</li> <li>• Demonstrates sound communication skills, both verbally and written, some guidance needed</li> <li>• Proficient in most aspects of the job description to a reasonable standard, requires training and support in some areas, some technical expertise and functional capability awareness of ICT under the role's responsibility</li> <li>• Work is mostly of a good standard and usually error free</li> <li>• Follows ICT procedures and processes</li> <li>• Work is sometimes directed and supervised</li> </ul>	<p>Grade 9 SCP 35 to 37</p>
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## Job Description

Person Specification			
APP = Application AR = Application Review IV = Interview Test = Skills Test			
Essential	How Assessed	Desirable	How Assessed
<b>Professional Qualification</b>			
<b>Education / Training</b>			
<ul style="list-style-type: none"> <li>Good general education</li> </ul>	APP / AR / IV	<ul style="list-style-type: none"> <li>Holds a recognised computer or network manager qualification, at NVQ level 3 or 4 or equivalent qualification</li> <li>ICT industry accreditations such as MSCE</li> <li>Educated to A Level standard or equivalent</li> </ul>	APP/AR APP/AR APP/AR
<b>Experience</b>			
<ul style="list-style-type: none"> <li>Management and configuration of Windows Server 2012, 2016 &amp; 2019 servers including Active Directory</li> <li>Support and configuration of Office 365 including Exchange, Sharepoint and other suite software</li> <li>Wireless and switched network management</li> <li>Experience of software package deployment across networks using Microsoft SCCM</li> <li>Support, installation and management of Windows 10 and Office 2016/2019</li> <li>Proven history of successfully managing &amp; implementing complex ICT projects</li> <li>Experience within a customer orientated / front line support role and environment</li> <li>Running and maintaining backup systems</li> </ul>	All - APP/IV/Test	<ul style="list-style-type: none"> <li>Experience of installing and configuring computer hardware and software</li> <li>Hardware fault diagnosis and repair</li> <li>Experience of software installation and troubleshooting</li> <li>Management of Aerohive wireless networks and Dell switches</li> <li>Management of Veeam backup systems</li> <li>Management of theatre Audio Visual systems</li> <li>Deployment and maintenance of Apple devices</li> </ul>	All - APP/IV/Test
<b>Knowledge</b>			
<ul style="list-style-type: none"> <li>Excellent working knowledge of PC operating systems including Windows 10 and 11</li> <li>Excellent working knowledge of Windows 2012 – 2022 servers, Office 365 and software</li> <li>Network fundamentals and the technology involved including the OSI model, protocols etc.</li> <li>Managing and configuring virtual environments</li> <li>Hardware such as servers, disk arrays and other back end infrastructure</li> </ul>	All - AR/IV/Test	<ul style="list-style-type: none"> <li>Working knowledge of Microsoft Office 2016</li> <li>Experience of VM Ware</li> <li>Good practical knowledge of Health and Safety regulations and best practice affecting ICT including manual handling</li> <li>Understanding of Data Protection</li> <li>Requirements and obligations within an ICT environment</li> <li>Management of Apple devices including Macs, Macbooks, iPads and iPhones</li> <li>Understanding of theatre Audio Visual systems and their technical operation</li> </ul>	All - AR/IV/Test
<b>Skills &amp; Abilities</b>			
<ul style="list-style-type: none"> <li>Exemplary customer service skills and ethic to deliver an outstanding positive customer experience</li> <li>Demonstrates good interpersonal skills with the ability to communicate with managers, staff, pupils, parents and suppliers in a professional manner</li> <li>Demonstrates effective organisational and time management skills</li> <li>Able to demonstrate flexibility addressing ad hoc requests whilst prioritising tasks correctly</li> <li>Ability and desire to take ownership and accountability, whilst completing tasks in a manner that exceeds the requestors' expectations and meets challenging goals</li> <li>Ability to plan multiple priorities under pressure and to tight deadlines</li> <li>Ability to work collaboratively with others and effectively as a team</li> </ul>	AR / IV APP/ AR /IV  Test IV/Test IV  IV/ Test IV		

## Job Description

<ul style="list-style-type: none"> <li>• Excellent verbal, communication and written English comprehension skills</li> <li>• Proficient ICT skills/ability to be self-sufficient in terms of administration including use of databases</li> <li>• Is flexible and adaptable to meet and exceed the demands of the role</li> </ul>	AR/IV AR/IV		
<b>Personal competencies, qualities, attitude &amp; behaviours</b>			
<ul style="list-style-type: none"> <li>• Identifies with Bedales values and ethos</li> <li>• Communicates effectively both orally and in writing, demonstrating the ability to simplify and convey complex technologies in a manner understandable by a non ICT-orientated audience</li> <li>• Possesses tact and discretion</li> <li>• Promotes equality and diversity in working practices</li> <li>• Trustworthy, maintaining confidentiality at all times in respect of school related matters and to prevent disclosure of confidential and sensitive information</li> <li>• Has the personal attributes required to support and uphold a culture of safeguarding and protecting children</li> <li>• Demonstrates the ability to form and maintain appropriate relationships and personal boundaries with young people</li> <li>• Demonstrates commitment to the personal welfare and safeguarding of children</li> </ul>	APP/AR/IV APP/AR/IV/Test  IV IV IV  IV  IV  IV		



**Job Description**

Competency	Positive behaviours
Integrity	Supporting and modelling the stated values, aims and ethos of the School; acting in accordance with the school's standards and code of conduct
	Acting responsibly, acknowledging problems or mistakes and committing to necessary corrective action
	Treating others with dignity and respect and in a fair and consistent manner; making judgements based on objective criteria
Self-motivation & Initiative	Demonstrating interest and enthusiasm for work: a 'can do' attitude, a desire to achieve and initiative to work independently with minimum supervision and guidance
	Engaging in pro-active behaviour and seizing opportunities; going beyond responses to obvious needs or direct requests from others
Job Knowledge and Competence	Possessing skills, knowledge and technical ability to needed to accomplish job responsibilities
	Carrying out job responsibilities and completing high quality work in the required timescale
Quality & Standards	Checking work and attaining completeness and accuracy; taking action to correct and rectify sub-standard work
	Pursuing excellence and high standards; demonstrating pride when standards are met
Teamwork & Collaboration	Contributing and participating as member of a team; pulling together and fulfilling commitments to team members
	Consulting and inviting the opinions of others before making changes or decisions which affect them
	Sharing workload and taking on new responsibilities readily
	Working effectively with people in other departments, functions and schools or businesses to solve an issue or create new ideas or establish new relationships
Open Communication	Communicating effectively and professionally when interacting with people at all levels within the school and with external contacts
	Sharing relevant information and keeping people well informed on matters that affect them
	Using tact and discretion when dealing with confidential or sensitive information and circumstances
	Actively listening to understand other people's views and understand their position; encouraging exchange of views and dealing diplomatically with differences of opinion
Interpersonal Awareness	Compassion, care and support for others in the school; actively anticipating and responding to their feelings, needs and concerns
	Recognising and appreciating the good work, unique skills, talents and contributions of others in the school community
	Respecting difference and maintaining awareness and interest in others' perspectives, emotions and objectives
	Managing own emotions to prevent feelings/moods from affecting performance and having a negative impact on others
	Expressing point of view in a non-threatening way and resolving conflict directly in a timely fashion to seek a win-win outcome
Results Orientation	Setting realistic goals for achievement and focusing attention on key objectives and milestones
	Making efficient use of time, resources, methods, systems and procedures for effective output and productivity
	Monitoring progress against objectives; adjusting plans accordingly to deliver effective outcomes in the required timeframe
Continuous Learning & Professional Development	Knowing own strengths and actively seeking feedback on performance
	Acting to continuously improve personal capability in line with job role and career aspirations
	Changing and adopting new behaviour as a result of learning and feedback