Job Description

Job Title:	Strategic Network Manager
Employment Status:	Permanent
Working hours:	37 hours per week
Working weeks:	All-year-round
Salary:	£42,195.00 - £46,566.00 per annum
Salary Grade:	Leading Support Staff Scale (LS1 – LS5)
Work Flexibility:	Flexible start and finish times, working across sites in Coventry and one site in Nuneaton with occasional home working.
Responsible to:	Head of Education, Primary

Core Purpose

- To proactively manage, support, develop and maintain the Trust's ICT infrastructure, ensuring the provision of high-quality ICT services to all schools, staff and students.

- To proactively manage the IT Support Helpdesk and IT Support Staff, working to improve present infrastructure systems and project manage the system to the needs of the Trust. This role will work to ensure the best levels of technical resources, skills, equipment, and services are made available to the Trust to meet the organisational and operational needs at the lowest cost.

- The Strategic Network Manager will be proactively seeking ways to reduce cost of infrastructure, hardware, software, telephony, CCTV and services to the Trust, whilst continuing to provide the Trust with the IT infrastructure required to operate its schools and ensure the ICT services are running optimally with zero downtime, unless during maintenance periods.

- To assist other members of the ICT team in the delivery of ICT services across the Trust and provide cover for team members as required.

Main Duties and Responsibilities

- To arrange and run training sessions for the IT Support Staff on new services, hardware and software ensuring skills are up-to-date and a high level of competence is achieved within the Team.

- Support the development and management of the Trust's Microsoft 365 and centralisation platforms.

- To re-evaluate the existing infrastructure and future requirements of the Trust to present suitable solutions going forward (within optimum costs) to the Trust's Executive Leadership Team.

- To work alongside the Trust's Executive Leadership Team in delivering a strategic ICT development plan for the Trust that allows for sustainability and growth, is flexible and adaptable as a model for use when new schools join.

- To be responsible for ensuring that the Trust is forward facing with new technologies making recommendations as to developments and improvements complete with a pricing structure and timelines

- To be accountable for the installation, imaging, configuration, maintenance, support, deployment, repair, and eventual disposal of a wide range of PCs and peripherals, such as desktop computers, laptops, tablets, printers, monitors, projectors, audio, touchscreens, and other devices.

- To be responsible for creating, managing, securing, and maintaining the Trust's server infrastructure, including physical servers and our virtualised environment.

- To be responsible for the installation, administration, monitoring, maintenance, support, security, repair, and development of the Trust's ICT infrastructure. This includes (but is not limited to) switches, routers, bridges, cabling, remote access, internet access and filtering, firewall, wireless, telephony, VPN, VLANs, video conferencing etc.

- To be accountable for maintaining accurate and up to date records of ICT hardware assets and IP addresses. Perform stock and inventory checks as required and ensuring the Head of Finance and Head of Operations are made aware of amendments to the asset register

- To be responsible for maintaining accurate and up to date documentation of ICT infrastructure configuration and operational procedures.

- To provide a high-quality ICT support service to schools, staff, students, parents, and visitors. Ensure all ICT support work is fully and accurately recorded on the ICT

Helpdesk system, completed correctly and promptly in accordance with ticket priority, and provide a high level of customer care.

- To line manage other ICT staff / apprentices as assigned, ensuing all sites are adequately covered at all times. Performance manage, assist, motivate, train, direct and supervise their work, identify training needs and prioritise their workloads.

- Plan and deliver assigned ICT infrastructure and system projects and contribute to the writing of the annual ICT project plan.

- Assist with the installation, administration, maintenance and support of school ICT systems and applications. This includes (but is not limited to) servers, management information systems (e.g. SIMS), email, antivirus, SQL Server, cloud-based systems and apps.

- Communicate effectively with Heads, staff, students, parents, visitors, and external suppliers and organisations in all matters related to ICT.

- Assist with ensuring the security and integrity of the Trust's data by controlling system and network security configuration, permissions and passwords for all users. Perform regular housekeeping and audits and implement and manage reliable data backup systems.

- Assist with maintaining a library of ICT software assets and for maintaining accurate and up to date records of software licenses, ensuring all software is legal.

- Arrange for your team to provide technical training and guidance to Trust staff as required.

- Monitor and analyse ICT usage upon request, and provide reports to the Trust's Executive Leadership Team, Heads of Schools and their Senior Leadership Teams.

- Evaluate new systems and equipment, advise on compatibility with other school systems, obtain competitive quotes and order hardware and software in accordance with school financial procedures.

- Coordinate and track ICT service contracts and renewals, purchases and disposal of assets and contribute to effective ICT budget planning & spending.

- Advise on good and outstanding practice in relation to ICT and how it can be applied.

- Maintain technical competence and awareness of systems, products and suppliers.

- Contribute to the production of both the Trust's and individual school and departmental ICT related policies.

- Comply with all departmental and school policies and procedures.

- Any other duties that are within the spirit and the scope of the job purpose and its grading, as directed by line management.

- Line management as appropriate

Safeguarding and Child Protection

- Knows what to do if they have concerns about a child
- Take on the responsibility for providing a safe environment and promoting children's welfare
- Undertake regular safeguarding and child protection training
- Familiarise themselves with Keeping Children Safe in Education part 1 (KCSIE) and local policies and procedures as directed by the trust/academy

Other Duties

- *To carry out any other duties that are within the scope, purpose and spirit of the role*
- Attend regular CPD as required by the school, and other optional relevant CPD to develop good practice
- Undertake further and continuous training appropriate to the post

Person Specification

Training and Qualifications	Essential (E) Desirable (D)
Educated to degree level	D
Good standard of education including GCSEs in English and Maths (GCSE grade C or above)	E
Microsoft 365 Technologies, Networking, Microsoft Servers, SCCM & Hyper-V	E
A relevant professional qualification commensurate with the role	E
Knowledge/ Skills and Abilities	**E/D**
Significant knowledge and understanding of GDPR procedures	E
Good numeracy and literacy skills	E
Able to communicate effectively and relate well with a wide range of children and adults with varying abilities and needs	E

Ability to work constructively as part of a team and be aware of your own and the wider team objectives and goals	E
Ability to plan and manage your own workload and meet deadlines	E
Ability to work alone with minimum supervision	E
Understanding the impact of Health and Safety and Data Protection legislation in the context of ICT	E
Ability to present ideas in business-friendly and user-friendly language	E
Proven ability to effectively prioritise and execute tasks in a high-pressure environment	E
Keen attention to detail	E
Experience	**E/D**
Recent experience of supervising staff and/or leading a team.	E
Recent experience of working in an educational setting	E
Experience of working with service providers including local authority, SIMS, etc.	E
A successful track record of innovation and forward-thinking approach to the management of change	E
Experience of liaising with senior leadership team and producing accurate technical reports	E
A clear wish to work in an educational setting and contribute towards its ethos	E
Ability to prepare detailed specifications and system requirement information for use at senior leadership level and governors in connection with procurement.	E
Proven experience in coaching and supporting senior managers in interpreting complex information	E
Experience of managing a varied and busy workload within constrained timescales	E
CORE COMPETENCIES	**E/D**
Clear understanding and commitment to safeguard and protect children	E
Conscientiously adheres to school / trust policies and procedures and works ethically	E
SPECIAL REQUIRMENTS	**E/D**

An enhanced DBS check will be required	**E**
Understanding and commitment to equal opportunities	**E**

Specific Technical knowledge

Below is a list of some of technologies and solutions used across the Trust.

Candidates with a good working knowledge or experience of these applications, systems and technologies will be given priority at shortlisting stage.

- Windows Server 2016/2019
- Active Directory
- Group Policy Management
- Hyper-V
- Microsoft 365
- SQL
- SCCM & WSUS
- MS Intune
- Firewalling (Fortinet)
- Webfiltering (Fortinet)
- Knowledge of SAN/NAS
- Networking skills: LAN/WAN/VPN/VLANs/TCP/IP/DHCP/DNS/Switching
- Direct Access & AoVPN
- EDR/Endpoint Protection/AV
- Print management software e.g. PaperCut
- Veeam
- VOIP telephony systems (Avaya)
- Wireless networking and controllers (Aruba & Ruckus)
- Mosyle
- SIMS
- Cashless Systems, ID Visitor solution (InVentry), Security Access, Monitoring & Recording Systems including CCTV (Axis).
- Asset Management Systems (Snipe-IT)
- Net2 Access Control (Paxton)