Job Description

Job Title	Assistant Network Manager
Grade	2020 Scale 6 (2019 Band 3)
Salary	£22,183 - £24,491
Hours	37 hours per week
Working pattern	8.00am – 4.30pm (Mon – Thur) 8.00am – 4.00pm (Fri)
Reports to	Edutech Network Manager
Duties for Curriculum Network	- Assisting the Network Manager in the day to day running of the Curriculum and administration networks - Provide friendly and efficient 1st line Service Desk support for a portfolio of advanced topics; - Provide friendly and efficient 2nd and 3rd line Service Desk support, aiming to optimise the existing environment to the benefit of the School; - Assist in the operation of the ICT Service Desk, accurately recording user requests in the service desk system and allocating tickets where appropriate; - Prioritise, diagnose and resolve day-to-day problems relating to computer equipment and software in a timely manner; - Maintain and administer the Active Directory, Exchange and O365 services, Google; - Maintain and administer the school's Virtual Learning Environment which is administer through google. - Help maintain all hardware in school. - To maintain and upgrade all software packages. - Plan and implement a portfolio of projects as agreed within the department; - Undertake Research and Development of emerging technologies within the education sector; - Assist in the production of documentation of policy and procedures in the department; - Maintain a safe and clean working environment; - Liaise with suppliers and external support services as and when needed; - Ordering supplies as required ensuring best value; - Perform any other duties as are reasonably requested by the

	Headteacher and Network manager.
	• Ensure daily backups of the server.
	• Supervise junior staff in the department;
	• Participate in regular team meetings and provide feedback.
	• To assist with the assist in the asset management process.
Primary School Support	• To be the lead contact for all primary schools.
	• To visit primary's on an agreed schedule
	• To support the primary schools as required by their service level agreement and in liaison with the school.
Duties for VDU Health & Safety Assessor	• Assessing health and safety issues relating to the use and positioning of staff visual display units of computers (school's legal requirement regarding health and safety, as laid down by ECC)
	• Annual VDU health and safety audit
	• Compiling reports
	• Advising of suitable solutions if problems occur
	• Arranging suitable equipment to resolve problem
General	• To participate in the performance and development review process, taking personal responsibility for identification of learning, development and training opportunities in discussion with line manager
	• To comply with individual responsibilities, in accordance with the role, for health & safety in the workplace
	• Ensure that all duties and services provided are in accordance with the School's Equal Opportunities Policy
	• The Governing Body is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment
	• The duties above are neither exclusive nor exhaustive and the post holder may be required by the Headteacher to carry out appropriate duties within the context of the job, skills and grade

PERSON SPECIFICATION ASSISTANT NETWORK MANAGER

Detail	Essential	Desirable
Qualifications & Educations and Training	Experience of Networking and IT Systems Educated to NVQ level 3 or equivalent An advanced understanding of ICT in an organisational environment, through study or experience GCSE Maths & English Grade C or Above	Formal qualifications or certifications, such as ITIL Foundation, CompTIA, MCSE or equivalent. Batchelor's degree in an IT related specialism or relevant equivalent work experience
Knowledge and Experience	Excellent and proven knowledge of: • Desktop, server and mobile device hardware and software; • Windows Active Directory users and computers, Group Policy, DNS and DHCP; • Microsoft server operating systems and applications; Administration of Microsoft 365 or similar cloud technologies; • Google Technologies • Imaging software, for distributing client images and software packages • Effective training techniques Solid experience of a busy and comparable IT support role that includes the supervision of junior team members. Good demonstrable working knowledge of: • Local area networks to locate, identify and resolve user problems; • Managed network switching; • Research and Development methodologies.	Experience managing Microsoft server roles, including GPOs, files shares and printer services; Knowledge of SIMS, PS & Vericool, Administering SCCM for building client images, packaging software, and distributing clients and software packages; Managing, upgrading and administering Wi-Fi systems; Managing IP based telephony systems; Process improvement skills.
Skills & Abilities	Ability to build good relationships with users;	

	Skilled at providing excellent levels of customer care; Methodical, organised and thorough administration skills; Proven incident/problem identification skills, with ability to resolve effectively; Ability to maintain a high degree of accuracy and attention to detail; Ability to prioritise and plan work to ensure that deadlines are achieved, and the demands of urgent ad-hoc work are accommodated; Confidence in training and presentation delivery, with a patient and respectful demeanour.	
Personal Attributes	Flexible approach to work, with a can-do attitude; A confident and positive communicator who can adapt their approach to suit all levels of staff; A friendly, supportive team worker who can build trust and positive relationships; A willingness to continually learn, enhance own skills and mentor less experienced colleagues; Emotional resilience; Resonance with the School's ethos.	
Other	Full UK Driving Licence; Occasional out of hours working; Some heavy lifting, roughly 25-30 kg; Occasional working from height; Take responsibility for own	

	wellbeing;	
	Demonstrate commitment to treating all people fairly;	
	Excellent knowledge of Health and Safety legislation;	
	Understand and comply with children protection procedures;	
	Able to contribute to effective systems to share and safeguard information;	
	Understand and comply with children protection procedures;	
	Understand and comply with procedures and legislation relating to confidentiality;	
Working with children	Understanding and implementation of school behaviour management policy;	
	Understand and support the differences in children and adults in relation to ICT;	
	Good understanding of the school curriculum and the important of ICT;	
	Understand and promote the value of emotional and physical wellbeing in adults and children;	