THE RAMSEY ACADEMY, HALSTEAD

Network Manager
37 hours per week
Scale 5 point 8 -11
Fulltime 52 weeks

RESPONSIBLE TO: IT Director
PURPOSE:

- To assist the IT Director in maintaining and developing the School's IT systems, while providing a high level of technical support/technical management for all users at Ramsey Academy/Richard de Clare Community Academy. May also be required to work at different sites within the Bridge Academy Trust on different projects.

- **RESPONSIBILITIES:**
  Key areas

- To provide 1st, 2nd and 3rd line support to all users at Ramsey Academy & Richard de Clare Community Academy
- To help develop the School's IT systems.
- To ensure that the integrity of the ICT infrastructure is maintained.
- To support the delivery of ICT across the curriculum.
- To advise staff on emerging technologies as appropriate.
- To contribute to the vision of the ICT development.
- Line management and development of the school's IT apprentice

- **Key responsibilities**

- Maintaining IT systems to a high standard
- Installation of all new IT hardware
- To install and maintain in good working order, on a day-to-day basis, the ICT network systems, hardware and software within the School
- To help regularly test the IT disaster recovery plan
- To document accurately and comprehensively all ICT systems.
- To undertake effective fault diagnosis of all of the School's network and computer systems and assign solutions.
- To maintain a fully comprehensive and up-to-date asset register of all ICT hardware within the School.
- Support Provide both telephone and desktop support to students, teaching and admin staff across Ramsey Academy / Richard de Clare Community Academy
- To communicate effectively with all staff and pupils.
- To assist in the maintenance of server software
- To install software and prepare system images for deployment.
- To manage the anti-virus software on the network
- To have a good working knowledge of relevant current legislation and good practice and ensure compliance.
- Maintain the core services of the school's Management Information System (MIS)

- To liaise and work with teachers and support staff at Ramsey Academy / Richard de Clare Community Academy to ensure effective support for ICT users and systems.
- To manage the School's Internet filtering software.
- To take responsibility for planned projects under the guidance of the IT Director

- **Service and image**

- To develop and project a positive "can do" departmental image, by devising and introducing methods of promoting an effective and proactive ICT service. This to include periodically briefing teaching and support staff on the network and related matters.
- To undertake any other duties reasonably expected of a Network Manager, as agreed with the IT Director.

- **ACCOUNTABILITY:**

- The Network Manager reports directly to the IT Director and liaises closely with the Head Teacher, teaching and support staff.
- The position will be subject to periodic review by a specialist in the same field, as part of a system of appraisal and personal development.

- **Network Manager
  Person Specification**

- An excellent practical knowledge of operating and maintaining PC hardware and software.
- Sound experience of current Operating Systems in particular Windows 10 and Windows Server 2016/2019 in a networked environment
- Experience of the usage of Office 365 / SharePoint / OneDrive / Teams
- Appreciation of the security needs of modern IT networks.
- Good experience of administering Active Directory and managing Group Policy.
- Excellent interpersonal, persuasive and communication skills.
- Experience of and willingness to work with children of all ages.
- Good technical capability
- Good time management.
- Attention to detail
- Willingness to learn and improve skills.
- Willing to work as member of team
- Commitment to high standards
- Willingness to learn and improve technical skills through recognised qualifications/in house training