

**Ernest Bevin College
Job Description**



Title: Network Services Manager	Salary Scale: SO1 £32,301-£33,474, All Year Round
Supported by and reporting to: HoNSLR	Assisted by: Network and Learning Resources Departments

Duties / Roles	<ul style="list-style-type: none"> • Support to College Websites, hosting and backups (including intranet) • Maintain, manage, and update existing policies and digital material • Manage of College Users (Win AD, Azure AD) • Manage web filter • Manage print server, devices and photocopiers • Manage on-boarding, enrolment and new user induction • Web server and web applications management • Manage and setup for upcoming events and liaise with staff to support • Support and liaise with staff, students, parents, external users and guests • Windows Group Policy management • VLE (Canvas) and third party platforms (Kerboodle, MathsWatch, etc) management • SIMS data management • Manage and monitor Databases (SQL, FileMaker) • Manage and monitor Backup Server (Veeam) • Maintain all IT hardware - Support workstations (including notebooks) maintenance, imaging and setup accordingly for staff/students. Manage deployment of Staff and Student PC's • Manage health and safety procedures such as PAT testing • Manage all fire evac devices and provide support in event of fire evacuation • Manage all software titles • Manage and monitor College wireless system and MDM (Meraki) • Support the use of audio and visual systems. • Support the safety of Notebook/PC trolleys and their maintenance. • Maintain workstation peripherals (Input devices) • Detect, diagnose and resolve PC, peripheral and application errors. Ensure workstation peripherals are maintained (mouse, keyboard etc.) • Mark up and record all hardware as provisioned by the Line Manager and other relevant staff. • Manage resources, stock and asset management, including storage, loans off-site and disposal • Manage digital signage • Ensure and regularly monitor electrical safety of all hardware appliances utilised by Network Services. Manage safety of cabling in installations of PC's • Working with our technical support company on support issues • Maintaining and responding as a 'help desk' via phone and email and personal engagement and by assisting the IT Technician • Producing documentation, updating tech knowledge base and supporting IT team and college staff with webinars and training materials • Manage the Network Team and Reporting to Line Manager regular basis. • Manage and organise upcoming and future projects • Monitor systems and users in line with various College network policies such as GDPR, AUP, health and safety etc • Provide various system and user reports to College stakeholders
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Strategic Planning	<ul style="list-style-type: none"> • Lead and participate in regular Network Service Department meetings. • Report to the Line Manager incidences of staff/students contravening the Acceptable Use Policy • Use and recognize own strengths and areas of expertise and use these to advise and support others. Keep up to date with IT developments, and liaise with the Line Manager over future developments. • Create and maintain a purposeful, orderly and productive working environment. • Maintain the tidiness and cleanliness of both Network Services office spaces and storage spaces. • Keep up to date with ICT development and liaise with Line Manager over future developments
Personal and Professional Conduct	<ul style="list-style-type: none"> • Treat students with dignity, building relationships rooted in mutual respect, and at all times observing proper boundaries appropriate to a teacher’s professional position • Have regard to the need to safeguard students’ well-being, in accordance with statutory provisions • Show tolerance of and respect for the rights of others • Promote fundamental British values, including democracy, the rule of law, individual liberty and mutual respect, and tolerance of those with different faiths and beliefs • Ensure that personal beliefs are not expressed in ways which exploit students’ vulnerability or might lead them to break the law • Have a proper and professional regard for the ethos, policies and practice of the school in which they teach, and maintain high standards in their own attendance and punctuality
	<ul style="list-style-type: none"> • Any other work that is within your job grade as directed by your line manager or Principal

This role and responsibility will be reviewed on an annual basis and tasks may be added or removed depending on the needs of the College and in response to National demands after consultation with the post holder.

Work Hours – 36 hours PW, 0800 to 1630 Monday to Friday. In addition the appointed person is expected to contribute to evening support (up to 8pm) as required by the Principal. This will only be necessary for specific school functions, appropriate notice will be given, and will be limited to 3 occasions each year for each member of staff.

To be fully aware of and understand the duties and responsibilities arising from the Children’s Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker’s role within the organisation, and the principles of safeguarding as they apply to vulnerable adults in relation to the worker’s role. To ensure the worker’s line manager is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding and/or child protection.

June 2021

Ernest Bevin College



Person Specification

Title: Network Services Manager	Salary Scale: SO1 £32,301-£33,474, All Year Round Full Time
Supported by and reporting to: HoNSLR	Assisted by: Network and Learning Resources Departments

CRITERIA	ESSENTIAL	DESIRABLE
QUALIFICATIONS	<ul style="list-style-type: none"> • Graduate 	<ul style="list-style-type: none"> • Previous examples of further professional development and training. • MCSE technical qualifications (or equivalent). • CCNA networking qualifications (or any relevant). • Experience of leading FITS or ITIL service desk operations. • Technical experience of Microsoft cloud technologies • Experience of Network management or learning resources or SIMS
KNOWLEDGE AND SKILLS	<ul style="list-style-type: none"> • Leading and Managing Staff • At least 2 years' experience in an Education environment. • Relevant technical qualifications on Windows Server and Windows Desktop Environments. • Excellent diagnostic and technical troubleshooting skills. • Good literacy and numeracy skills • Excellent organisational skills • Working knowledge of IT to support learning • Good communication skills, verbal and written • Experience of IT hardware, use of tools such as screwdriver, electric drill to maintain IT equipment • Good understanding of Computer Hardware • Deliver training where necessary to students and staff 	<ul style="list-style-type: none"> • Experience of managing resources and assets • Ability to support a range of educational activities. • Thorough knowledge and understanding of IT hardware / software development and innovation
PERSONAL QUALITIES AND CHARACTERISTICS	<ul style="list-style-type: none"> • Loyalty to the College • Flexibility and determination • Energy, enthusiasm and sense of humour 	

	<ul style="list-style-type: none"> • Ability to maintain good working relationships and play appropriate roles within the team • Ability to work under pressure, meet deadlines, and establish positive relationships with students, parents, staff and outside agencies • Awareness of responsibility towards the safeguarding of students • Ability to work in a team and prioritise and organise own workload in order to meet the diverse and immediate needs of the working day • Ability to support teachers and students in using the full range of IT equipment, including Desktop, Laptop, printers, Scanners, and Projectors. • Commitment to the promotion of equal opportunities • Ability to manage own work area, IT workstation, tools and equipment • Answering the telephone in a professional manner to deal with IT end users` queries, at an appropriate level for their understanding • Ability to produce documents in a clear and concise manner • Ability to adhere to College policies 	
SPECIFIC TO THE POST	<ul style="list-style-type: none"> • Knowledge of Windows AD Server and understanding of AD services (DNS, DHCP, WSUS, Etc) • Knowledge of Azure AD and understanding of O365 services • Knowledge of Print server management • Knowledge of Veeam • Knowledge of WordPress for websites inc Intranet • Knowledge of Database (Multiple platform) • Able to create ad-hoc software • Ability to use own initiative, work independently and problem solve in order to maintain service delivery • Ability to multitask and logical thinking • Ability to make positive contributions towards College life 	<ul style="list-style-type: none"> • Experience in VMware • Knowledge of Terminal Server Gateway • Experience in Meraki Wireless • Knowledge of SIMS • Flexibility in carrying out duties in accordance with changes in the College • Experience providing training, enrolment and induction • Experience in project management