



# ICT Network Manager

Full Time

Closing Date: Wednesday 3 April 2019

Interviews: Wednesday 24 April 2019



Dear Candidate

I am delighted that you have requested further information regarding the position of **ICT Network Manager**, at The Spires College. As Principal, recruiting new colleagues is really exciting. I am committed to providing an excellent education for every child in our learning community and every new member of staff adds something more to strengthen our team.

The Spires College has a very positive, friendly atmosphere. The staff care passionately about the well-being of the children and our students are vibrant, enthusiastic and affable. The concept of community is something that I

believe is essential for a successful school and we all strive to ensure that every member of our community feels valued, and contributes positively to College life. Our primary focus is, and will always be, developing superb teaching and learning across all areas of the College. Pedagogy underpins all we do and all staff at The Spires College are committed to their own learning. We have keen, willing learners who really want to receive a first class education.

Working at The Spires College is tremendously rewarding and this role is a fantastic opportunity to make a real difference to young people's lives as well as offering abundant prospects for professional learning and career development. As a College we are firmly committed to continuous professional development for all and we invest heavily in developing our staff at all levels. All teachers are actively involved in use of educational research and we encourage everyone to share their ideas, thoughts and good practice.

You are very welcome to visit The Spires College to help you decide if this is the role for you; please contact Tony Jordan, our Business Manager via [tjordan@thespirescollege.com](mailto:tjordan@thespirescollege.com) or by telephoning the college.

With best wishes

A handwritten signature in black ink, appearing to read 'Alex Newton', written in a cursive style.

**Alex Newton**  
**Principal**





## The College

The Spires College is a co-educational, 11-18 college with a bilateral stream. It is situated in the Plainmoor district of Torquay, within the Local Authority of Torbay. There are currently just under 1000 students on roll, 38% of whom are in receipt of Pupil Premium funding. We are a friendly, caring college that puts the needs of our children at the heart of all we do. Academic progress is obviously vital but we also place a high value on the provision of enrichment opportunities that help our students to grow into responsible, confident and considerate young adults. Underpinning all of this are excellent standards of pastoral support and care that allow children to feel safe and valued.

Torbay is an area with a Selective Grammar School system, where parents can choose for their child to take the '11+' test if they wish for them to apply for a place at one of the selective schools in the area. The Spires College is one of very few schools in the country with bilateral streams. This allows us to take up to 60 students each year into a selective stream (out of a 220 PAN). Students who have reached a designated pass mark in the '11+' test can apply to our selective stream to access a challenging academic curriculum.

We have a modern, purpose-built building offering fantastic facilities for both students and staff alike.



## Job Description

### Network Manager – ICT Systems

<b>To start:</b>	As soon as possible
<b>Grade and Salary:</b>	Grade 1, SCP 28 to 31 (£31,371 to £33,799)
<b>Responsible to:</b>	College Business Manager
<b>Responsible for:</b>	ICT Apprentice and ICT Technician
<b>Contract Type:</b>	Permanent, full time (37 hours per week. 52 weeks per annum) You will be expected to be on site at agreed hours that best suit the needs of the school and certainly within the core time of 8 am to 3.30 pm. Occasionally, there will be tasks that require attention outside of these hours. This will be by prior agreement and an appropriate form of recompense will be agreed in advance.
<b>Holidays:</b>	23.5 days annual leave entitlement plus statutory bank holidays. The bulk of leave will be taken during school holidays, but some leave during term time is permitted by prior agreement.

The main purpose of this role is to ensure the college ICT systems, infrastructure and equipment are secure, safe, effective, resilient and robust. The post-holder will play a key role in developing and maintaining ICT systems to meet the college's strategic objectives – delivering the latest industry standards of performance, quality, effectiveness and accountability.

The ICT Network Manager will have direct and indirect contact with teachers, support staff, administration staff, college governors, students, parents, PFI contractor and sub-contractors, ICT contractors and suppliers, government agencies, client school partners, media agencies. This is not an exhaustive list.

#### Main duties and responsibilities

- ▲ To support the enhancement and operation of the learning and working environment of the college.
- ▲ To support the teaching staff in the provision of a high-quality education to the students and all staff in order for them to carry out their work efficiently.
- ▲ Support the behaviour of the students.
- ▲ Act as a role model for students particularly in dress, punctuality, behaviour, language and conduct.

#### Strategy and planning

- ▲ The production, evaluation and ongoing review of strategic ICT systems and equipment plans to ensure continuous improvement, effectiveness and security in the context of the college's strategic teaching, learning, administration, business and ICT support objectives.
- ▲ To engage with current and forecasted technological development / advancement in the ICT sector and advise school leadership team (SLT) where such developments may

improve the quality and effectiveness of teaching and learning, improve the effectiveness of support systems and provide improved financial value.

- ▲ Advise and assist the SLT in the production of data and systems integrity policies and plans.
- ▲ Advise and assist the SLT in ICT business continuity planning and control (contingency).

### **Staff supervision and direction / HR**

- ▲ Lead and direct the ICT team ensuring college policies, objectives and rigorous professional standards are observed to enhance performance and potential.
- ▲ Monitor and review the performance and effectiveness of the ICT team, regularly implementing and delivering performance management plans to ensure continuous improvement in the quality and effectiveness of ICT staff, service and resources.
- ▲ Provide internal training, induction, mentoring for the ICT team, apprentices and work experience staff:
  - ▲ Cascade systems, sector and technical updates, briefings and professional advice to ICT team members.
  - ▲ Identify ICT team training needs and develop plans to deliver them.
- ▲ Advise in the recruitment and deployment of ICT technical staff.
- ▲ Ensure effective links between the SLT and ICT teams
- ▲ Promote and implement college policies, safe systems of work and standards in all aspects of ICT operations including health and safety and safeguarding.
- ▲ Ensure that systems for electronic data collection, retention, storage and disposal comply with relevant legislation e.g. Data Protection law, including GDPR; provide support and guidance to the Data Protection Officer over such matters.

### **Network / Systems security, safety and effectiveness / Data integrity**

- ▲ Develop, maintain and record robust procedures for the recovery of all technical systems, infrastructure, equipment and files as part of business continuity planning.
  - ▲ Test systems back-up procedures on a daily, weekly and monthly basis.
- ▲ Develop assurance reporting procedures / protocols to ensure the College Business Manager (CBM) is informed of back up testing and findings as they occur in a timely fashion.
- ▲ Cascade and record recovery, back up and testing systems to all members of the ICT team and the CBM.
- ▲ Update the CBM when recovery procedures / protocols are adjusted to ensure school's business continuity planning is rigorously controlled and risk assessed.
- ▲ Monitor and regulate the use of the internet in college and implement effective and up-to-date firewalls.
- ▲ Maintain effective and up-to-date anti-virus protection across all college and remote systems.
- ▲ Maintain the integrity and completeness of the college's information management systems (including SIMS, FMS and 4Matrix).
- ▲ Regularly test and report on the integrity and completeness of data and content in the college's information management systems.
- ▲ Ensure systems storage capacities are maximized and future-proofed to meet the requirements of teaching and learning and support systems.
  - ▲ Ensure ICT equipment is security marked and protected.
  - ▲ Inform the CBM of new insurable risk.

## ICT systems development for teaching and learning

- ▲ Research, investigate and assess the feasibility for development of new technologies and systems in support of continuous improvement in teaching and learning in college.
- ▲ Manage and develop the online electronic interface between the college and key audiences to ensure effective communication (e.g. Remote Apps, Remote File access "Foldr" and School Comms).
- ▲ Research, investigate and assess the feasibility for development of new technology and systems in support of continuous improvement, efficiency and effectiveness of the college's management systems.
  - ▲ Develop and set up any ICT system as required by senior leaders.
- ▲ Collaborate with and advise all college staff in the effective induction, implementation and development of current and planned projects/technologies.

## ICT technical development and maintenance (infrastructure)

- ▲ Monitor, control and maintain the efficacy, efficiency, condition and suitability of all ICT infrastructure including WAN/LAN networks, servers, hardware, software, peripherals, telephony systems, broadband delivery, wireless cloud. Liaise as appropriate with the PFI Provider.
- ▲ Produce continuous strategic plans to ensure all infrastructure equipment is fit for purpose and providing the highest standards of service to the college.
- ▲ Produce, maintain and review accurate, comprehensive and up-to-date infrastructure maps to enable effective management and financial control of systems. Maps should cover all networks, client devices / machines, classroom AV, peripherals, applications and software.
- ▲ Produce and maintain an inventory bank/library of technical guidance / manuals and guarantees for all equipment operating within infrastructure systems.
- ▲ Ensure all necessary licensing in support of infrastructure operating systems networks and equipment is up-to-date and accurately reflects activity.
- ▲ Manage the ICT Network Infrastructure budget and ensure that resources are deployed effectively.

## Help desk management / technical support and advice

- ▲ Direct, supervise, monitor and develop the college's ICT helpdesk ticketing system.
- ▲ Prioritise, allocate and resolve all help desk tasks effectively and efficiently to ensure the continuous high performance of all ICT systems in school administrative and classroom settings.
- ▲ To prioritise and rectify faults effectively and efficiently, ensuring the continuing availability and high performance of all ICT systems, equipment and networks in the delivery of teaching and learning in classrooms.
- ▲ Maintain and develop reporting / feedback systems to measure the efficacy of helpdesk systems and measure staff satisfaction with helpdesk support.
  - ▲ To support users in their use of ICT systems e.g. SIMS
  - ▲ To manage the registration and user set up for all users across all ICT systems.
- ▲ To act as first line support and access further support through help desks / research to solve issues users are encountering in all ICT packages reaching working solutions and effective outcomes.
- ▲ Provide a diagnostics / repair service up to skill level, ability, experience and training

and with due regard to health and safety policies.

- ▲ Provide technical advice / ICT clinics for school staff, governors and other stakeholders such as parents and the school's wider community e.g. Wireless Cloud.
- ▲ Seek timely and effective external consultancy / advice where prognosis or solutions are not deliverable by the ICT team.

### Operational effectiveness and monitoring - reporting

- ▲ Produce, maintain and review descriptions of all ICT procedures to enable effective management, development and training.
- ▲ Develop reporting systems to monitor and review the following:
  - ▲ Broadband speed, capacity, usage and reliability/downtime;
  - ▲ Help desk effectiveness / response / satisfaction;
  - ▲ Service capacities and usage (data);
  - ▲ Equipment capacities and usage (peripherals) e.g. printing / photocopying (Papercut);
  - ▲ WAN, Remote Apps and Folder access and audit;
  - ▲ Recovery events and back up tests;
  - ▲ Website traffic / activity.

### Other responsibilities / assets

- ▲ Provide ICT support at college corporate events (in and out of college time) e.g. open evening / intake evening / awards evening / performances & productions / parents meetings / twilight and other training events.
- ▲ Assist in the preparation, production and implementation of ICT based media, programmes and materials for the college e.g. curriculum resources, live channel clip-bank media resources, school newsletters, corporate presentations, internal CPD events, website updates, other publicity and media as and when required.
- ▲ Production of user agreements for the lending of college ICT equipment to students and parents (pupil premium).
- ▲ Sourcing, ordering and procuring of ICT equipment and consumables in accordance with the college's scheme of financial delegation, securing best financial value - subject to prior approval by the College Business Manager.
  - ▲ Maintain lists of competitive suppliers of ICT equipment and supplies.
- ▲ Maintain and review independent inventory records of ICT equipment and assist the SBM in annual audit of equipment.
- ▲ Maintain effective records of ICT asset disposals in conjunction with the College Business Manager.

### Health and safety

- ▲ Adhere to the college's health and safety policies/procedures and current statutory health and safety requirements.
- ▲ Attend training as and when required for the purposes of safeguarding children and corporate safety.
- ▲ Ensure the college is immediately notified of any issues that may affect your right to maintain enhanced clearance to work on the school site (DBS).

## Person Specification

The following list is indicative of the kind of person we are looking for but not all of these criteria are essential. However, please do try to give evidence of how you fulfil the majority of these requirements in your application.

Minimum Essential Requirements	Method of Assessment
<b>1. Skills and Knowledge</b>	
1.1 Able to demonstrate substantial up-to-date experience of managing windows networks, and possess extensive technical knowledge/awareness of Windows Server 2012r2, 2016, 2019, Hyper-V 2016 Cluster. Windows 10 Edu, Google Chrome OS. HP switch management, Smoothwall management and Ubiquiti Unifi WiFi management.	Application Form Interview Test
1.2 Understand and have experience of structuring and managing an ICT environment.	Application Form Interview
1.3 Full working knowledge of relevant policies/codes of practice/legislation.	Application Form Interview
1.4 Have experience of leading and managing a team of IT Technicians. This includes day-to-day management, team organisation and continual professional development.	Application Form Interview
1.5 Ability to self-evaluate learning needs and actively seek learning opportunities.	Application Form Interview
1.6 Ability to relate well to students and adults.	Application Form Interview
1.7 Work constructively as part of a team, understanding college roles and responsibilities and your own position within these.	Application Form Interview
1.8 Ability to organise, lead and motivate self and other staff.	Application Form Interview
1.9 To be able to demonstrate substantial experience and technical ability providing solutions to complex ICT related problems in the domain of systems, equipment and software.	Application Form Interview
1.10 Have experience of managing ICT procurement. This includes requirements gathering, technical specification, tendering and evaluation.	Application Form Interview
1.11 Excellent communication and negotiation skills when working with staff, students, parents, suppliers and the community.	Application Form Interview
1.12 High level analytical skills to be able to analyse ICT structures and other complex information and draw relevant conclusions.	Application Form Interview
1.13 Excellent organisation and prioritising skills.	Application Form Interview
1.14 Initiative and ability to work independently of direct supervisory control where required.	Application Form Interview
1.15 Awareness of and commitment to client requirements, innovating and evolving systems to measure client satisfaction.	Application Form Interview
<b>2. Experience / Qualifications/ Training</b>	
2.1 Suitable professional ICT qualifications to degree level and/or substantial experience in developing and maintaining an ICT network.	Application Form Interview and/or Evidence
2.2 Have experience of managing school management information systems such as SIMS, 4Matrix, Papercut, Smoothwall. Have experience of managing Office 365 and Google Apps Cloud systems.	Application Form Interview
2.3 Willingness to participate in relevant technical and corporate health and safety training opportunities.	Application Form Interview
<b>3. Work Related Circumstances – Professional Values &amp; Practices</b>	
3.1 High expectations of all students; respect for their social, cultural, linguistic, religious and ethnic background and a commitment to raising their educational achievements.	Application Form Interview
3.2 Willingness and sensibility to be able to build and maintain successful relationships with students, with a consistent, respectful and considerate approach.	Application Form Interview
3.3 Demonstrate and promote the positive values, attitudes and behaviour they expect from students with whom they support.	Application Form Interview
3.4 Ability to work collaboratively with colleagues and carry out role effectively, knowing when to seek help and advice.	Application Form Interview
3.5 Able to liaise sensitively and effectively with teachers, parents and carers recognising their role in student learning.	Application Form Interview
3.6 Able to self-improve practice through observations, evaluations and discussion with colleagues.	Application Form Interview





## How to apply



Please complete an application form, which includes space for a supporting statement (please use font size 11 or 12 and double spacing for this). Your supporting statement should include your vision for this role and how your experience and skills will equip you to realise this.

The application form can be downloaded from our website and should be returned to Nadine Osborne, the Principal's PA, **by 12 noon on Wednesday 3 April 2019**, preferably by email to: [nosborne@thespirescollege.com](mailto:nosborne@thespirescollege.com)

**Interviews and assessment will take place on Wednesday 24 April 2019.**

If you do not receive an acknowledgement of your application by the end of the day of deadline, please contact the college.

If you would like to arrange a visit or have an informal, confidential discussion, please contact Tony Jordan, our Business Manager via [tjordan@thespirescollege.com](mailto:tjordan@thespirescollege.com) or the telephone number below.

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