



JOB DESCRIPTION

POST:	ICT Systems and Network Manager
GRADE:	Grade H
RESPONSIBLE TO:	Curriculum Lead for ICT
STAFF MANAGED:	None
JOB PURPOSE:	Responsible for developing and implementing the school's ICT strategy and service provision, including managing all aspects of ICT technical support in the school and be responsible for the school's ICT network, to ensure the smooth running of the school education environment.
JOB CONTEXT:	<p>Expected to work on-site across the school to work at a strategic level including managing budgets. Long term planning skills required to forecasting the school's ICT needs in this fast pace environment.</p> <p>This school is committed to safeguarding and promoting the welfare of our students and young people. We have a robust Child Protection Policy and all staff will receive training relevant to their role at induction and throughout employment at the school. We expect all staff and volunteers to share this commitment. This post is subject to a satisfactory enhanced Disclosure and Barring Service criminal records check for work with children.</p>
ACCOUNTABILITIES / MAIN RESPONSIBILITIES	
Operational Management	<ul style="list-style-type: none"> To contribute to the effective performance and service provision of ICT services within the school to minimise disruption To participate in the collection, collation, processing and storage of data and information to comply with school reporting requirements To diagnose and resolve complex network, software and hardware faults To implement routine manual and computerised systems, practices and procedures to ensure that data and information is current, relevant, effectively and securely collected and that reporting complies with planned outcomes and obligations, reporting any concerns as required



	<ul style="list-style-type: none">• To maintain the integrity and security of all systems by use of appropriate user protocols and undertake related monitoring and reporting• To provide user support to identify and respond promptly to system or process issues that arise within an agreed framework of performance criteria• To implement contingency arrangements to respond to any unforeseen or unplanned circumstances that may arise to maintain the safety and security of data and information, maintain security and minimise disruption• To lead on projects as required including ICT security and efficient use of resource• To maintain an up to date knowledge of ICT developments• To support teaching staff and students in technical aspects of ICT• To maintain computer files by backing up, archiving and deleting information as appropriate• To analyse and interpret data e.g. usage trends• To develop specifications for software and hardware• To design and implements changes to the school's ICT software and hardware and liaise with consultants on the specifications of new software/hardware as appropriate• To undertake development work to enhance existing systems or to assist in the preparation of new solutions
Communications	<ul style="list-style-type: none">• To communicate effectively with all staff, contractors and students• To liaise with all areas of the school and outside organisations as appropriate• To communicate with staff and students as part of ICT technical support to solve complex issues and provide ICT related advice on service provision• To identify school staff training issues and deliver appropriate ICT training• To advise teachers and leadership team on software, hardware issues e.g. compatibility
Resource management	<ul style="list-style-type: none">• To hold regular team meetings• To be responsible for the school ICT budget and forecasting future years projected expenditure• To be responsible for procuring ICT resources and equipment for the school at the best possible price within the limitations of the allocated budget• To maintain an inventory of software and hardware



Strategic Management	<ul style="list-style-type: none">• To develop and implements ICT related policies and strategies for the school• To be responsible for the overall security of the ICT network for the school
Safeguarding	<ul style="list-style-type: none">• To be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate
Systems and Information	<ul style="list-style-type: none">• To share information appropriately• To have overall responsibility for ensuring maintenance of a comprehensive database of all support requests• To create and manage all network user accounts, ensuring correct access rights and audit as required• To ensure data stored on the system is current and that out of date data is archived• To keep up to date with ICT developments
Data Protection	<ul style="list-style-type: none">• To comply with the County Council's policies and supporting documentation in relation to Information Governance this includes Data Protection, Information Security and Confidentiality
Health and Safety	<ul style="list-style-type: none">• To be aware of and implement your health and safety responsibilities as an employee and where appropriate any additional specialist or managerial health and safety responsibilities as defined in the Health and Safety policy and procedure• To work with colleagues and others to maintain health, safety and welfare within the working environment.
Equalities	<ul style="list-style-type: none">• We aim to make sure that services are provided fairly to all sections of our community, and that all our existing and future employees have equal opportunities.• Within own area of responsibility work in accordance with the aims of the Equality Policy Statement
Flexibility	<ul style="list-style-type: none">• North Yorkshire County Council provides front line services, which recognises the need to respond flexibly to changing demands and circumstances. Whilst this job outline provides a summary of the post, this may need to be adapted or adjusted to meet changing circumstances. Such changes would be commensurate with the grading of the post and would be subject to consultation. All staff are required to comply with County Council Policies and Procedures.
Customer Service	<ul style="list-style-type: none">• The County Council requires a commitment to equity of access and outcomes, this will include due regard to equality, diversity, dignity,



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	<p>respect and human rights and working with others to keep vulnerable people safe from abuse and mistreatment.</p> <ul style="list-style-type: none">• The County Council requires that staff offer the best level of service to their customers and behave in a way that gives them confidence. Customers will be treated as individuals, with respect for their diversity, culture and values.
Date of Issue:	July 2021

TOGETHERNESS HONESTY INCLUSIVITY RESPECT SUPPORT KINDNESS



PERSON SPECIFICATION

ICT Systems and Network Manager

Essential upon appointment	Desirable on appointment
Knowledge <ul style="list-style-type: none">• Up to date theoretical knowledge of ICT, equipment, hardware and software applications• Theoretical knowledge of ICT management techniques and practices• Knowledge of Microsoft Office Applications and other software packages• Up to date knowledge of developments within ICT• Good literacy and numeracy skills	<ul style="list-style-type: none">• Awareness of Educational issues
Experience <ul style="list-style-type: none">• Experience of all aspects of ICT technical support provision• Experience of managing server-related technologies and software• Experience of working in an ICT related environment• Experience of working within budgets• Experience of line managing staff• Experience of delivering technical/specialist training• Network Management experience• Experience in Information Security	<ul style="list-style-type: none">• Experience of developing ICT related policies• Project management experience
Occupational Skills <ul style="list-style-type: none">• Good time management skills and ability to work under pressure and meet deadlines• Self-motivated to complete required duties• Confidentiality• Excellent written and verbal communication skills: able to communicate effectively and clearly with a range of staff, pupils and parents• Demonstrable ICT skills and ability to use them as part of the learning process	



<ul style="list-style-type: none">• Ability to exercise initiative and successfully lead a team of staff• Training skills• Problem Solving and analytical Skills• Organisational skills	
Qualifications <ul style="list-style-type: none">• NVQ Level 4 or equivalent in an ICT related subject• Evidence of Continuing Professional Development• Willingness to undertake training relevant to the role	
Other Requirements <ul style="list-style-type: none">• Enhanced DBS clearance• To be committed to the school's policy and ethos• To be committed to Continual Professional Development• Ability to form and maintain appropriate relationships and personal boundaries with children and young people• Ability to work outside of school hours• Able to exercise discretion and judgement• Flexibility• The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post	