Job Title	IT Network Manager
Job Family	Information Technology
Line Manager	Director of IT
Key Stakeholders/Internal Customers	Pupils, Academic Staff, Support Staff, Visitors
Hours	40 hours per week, between the hours of 8am and 6pm Monday to Friday and Saturday mornings (on call in term time only). Year-round position. 52 weeks. Flexibility required to support evenings/weekends/out of hours on ad hoc or emergency basis.
Holidays	25 days paid holiday plus the Bank Holidays and the Christmas close-down. Where Bank Holidays fall in term time they are classed as working days.
Location	Repton School – Repton and Repton Prep campuses
Benefits	Employer Pension Scheme Sports Centre Membership Employee Assist Programme

Role Overview

- Manage the school's ICT infrastructure, including servers, networks and security systems.
- Ensure the delivery of IT across the school and in the curriculum.
- Manage the school's ICT helpdesk and troubleshooting services.
- Maintain and upgrade software applications, keeping up-to-date with technological developments within the Education sector.
- Promote the effective use of ICT systems and equipment across the school, both educationally and administratively.
- Deliver a customer friendly service to all staff and pupils.

Organisation

- Assist the Director of IT in the running, organisation and development of the ICT support department.
- Ensure the development and maintenance of all networked services, e.g. WiFi computing, telephony, entry systems and photocopiers.
- Provide day-to-day support of file servers, networking equipment, printing and system back-up devices and storage systems.
- Oversee network administration, including setting up of new staff and pupils, controlling access rights and file space allocation.
- Manage the installation, distribution and upgrading of application software on the school's networks.
- Maintain a high level of security of school networks, including fire walls, anti-virus software, access control systems and data back-up.
- Monitor and review the effectiveness and efficiency of ICT systems and equipment, making recommendations for improvements as required.

- In conjunction with the Director of IT, develop plans to meet future ICT needs of the school and provide technical assistance on the procurement of ICT hardware and software.

Management

- Hold regular team meetings with ICT support staff in order to brief them on any developments and address any issues arising.
- Manage the performance of ICT Technicians, undertake appraisals and promote their professional development.
- Assist with the recruitment of new staff to the department, overseeing their induction and identifying training needs.
- Assist the Director if IT in maintaining effective succession planning structures within the ICT department and assist other ICT support staff to develop additional skills.
- Take ownership of all technical aspects of ICT projects and any subsequently resulting service contracts or agreements.
- In conjunction with the Director of IT ensure an in-house school ICT budget is managed for purchases, repairs and consumable costs.
- Ensure compliance with data protection legislation and the UK GDPR.

Support and communication

- Support the Director of IT and SMT on emerging technologies and on the content and implementation of ICT policies and procedures.
- Manage remote access for staff and pupils as required.
- Log and undertake support requests, monitoring performance against agreed service levels.
- Provide technical website support and assist ongoing website developments and projects.
- Support external visitors and guests with ICT implementations and presentations.
- Liaise with appropriate external agencies and build and maintain good relations.
- Arrange for the repair of hardware faults with external agencies as required.

Additional duties

- Observe the school's health and safety procedures and work safely at all times.
- Adhere to the school's child protection and safeguarding policies and promote the welfare of all pupils.
- Carry out routine and complex administration tasks commensurate with the role.
- Provide relevant advice and guidance to staff, pupils and parents where necessary.
- Provide in-house training as appropriate to staff.
- Maintain an ongoing awareness of relevant developments in IT and the Education sector.
- Participate in induction training, staff review processes and CPD opportunities.
- Undertake other professional duties that may be reasonably assigned by the Director of IT, Chief Operations officer and/or the Principle Deputy Head.

Person Specification

Qualifications and training	
Essential	**Desirable**
• Degree level qualification in a relevant area. • Relevant CompTIA+ or Microsoft certifications.	• Evidence of CPD.
Skills and experience	
Essential	**Desirable**
• Significant demonstrable experience in a user-facing ICT role. • Experience using Microsoft Operating Systems and Office packages including Office 365 or equivalent cloud-based platforms, school MIS systems, databases and web technologies. • Experience of managing ICT networks, hardware and software. • Experience of managing change, implementing new systems, procedures and controls. • Experience of managing an ICT helpdesk, troubleshooting and networking. • Experience of budget management. • Excellent customer service skills and ability to work within strict deadlines. • Ability to work without close supervision and to take ownership of service delivery.	• Experience of working in the Education sector in an ICT support role. • Experience of managing a team.
Knowledge	
Essential	**Desirable**
• Knowledge of virtualisation technologies, e.g. Hyper-V and VMWare.	• Understanding of child protection and safeguarding issues.

• Knowledge of a wide range of software used in the Education sector. • Knowledge of data protection requirements and ICT licensing requirements. • Appreciation of the need to respect and maintain confidentiality. • Analytical mindset and ability to collate, interpret and present data.	

Personal traits

The successful candidate will be

• An effective communicator both verbally and in writing.

• Personable, able to understand and empathise with non-technical users.

• Committed to the highest standards of child protection and safeguarding.

• Proactive and enthusiastic in solving problems.

• Highly organised and adept at handling multiple tasks and prioritising under pressure.

• Open to working flexibly as circumstances require.

Additional requirements

The successful candidate will have

• A good level of competency literacy and mathematics.
• Excellent communication skills, including with children.

Other Important Information

Safeguarding

Promoting and safeguarding the welfare of children and young persons for whom you are responsible and with whom you come into contact is a critical part of all roles at Repton/Repton Prep.

Under the Sexual Offences Act 2003 it is a criminal offence for a person over 18 (e.g. teacher, matron, sports coach) to have a sexual relationship with a child under 18 where that person is in a position of trust in respect of that child, even if the relationship is consensual. This applies where the child is in full-time education and the person works in the same establishment as the child, even if s/he does not teach the child.

Moreover, whatever the age of the pupil, a sexual relationship between an employee and a pupil will be considered an abuse of a position of trust and gross misconduct, likely to result in dismissal.

Health
The successful applicant will be required to complete a Health Declaration once a formal offer of employment has been made and accepted.

Children Act and Referees
Successful appointment will be dependent upon statutory criminal conviction checks including an enhanced DBS Check in accordance with the Children Act, as well as favourable reports from two referees. It will be assumed that the School may contact your nominated referees without further reference to you, unless you specify any alternative arrangements.

Child Protection Policy
All applicants must be familiar with our Child Protection Policy which can be found at
https://www.repton.org.uk/userfiles/reptonmvc/Documents/06-Key-Information/Employment-Opportunities/170916-Child-Protection-and-Staff-Behaviour-Policy.pdf