THE NORTON KNATCHBULL SCHOOL

JOB DESCRIPTION
ASSISTANT NETWORK MANAGER

Job Holder:

Job Title: Assistant Network Manager
Salary: KR8
Responsible to: ICT Network Manager
Contractual Hours: 37 Hours, 9am - 5pm Monday to Friday, All Year Round.

1. PURPOSE OF JOB:

- To deputise for the network manager in his absence
- Support the Head of Computing, staff and pupils in the delivery of the curriculum.
- Maintain all IT resources (hardware, software and infrastructure) and contribute directly to the development of skills and resources relating to ICT in the school.
- To contribute to system/package reviews and support their implementation.

2. PERSON SPECIFICATION:

- Dynamic, professional, positive and resilient.
- High expectations of self, colleagues and students,
- Capacity for sustained hard work, both as an individual and as a member of a team.
- Strong organisational, interpersonal and communication skills.
- Self-motivated, can work independently and proactively.
- Can work effectively within a team and a team leader.
- Passionate commitment to equality of opportunity for all students, particularly those in groups vulnerable to underachievement.
- Clear understanding of accountability and line management.
- Firm commitment to Continued Professional Development both for self and colleagues.
- Understanding of and commitment to safeguarding all students.
- Relevant experience working in an IT environment.

3. DIMENSIONS:

Budget:

- The post holder would not be the budget holder (Network Manager)
- Post holder is responsible for monitoring stock levels and is authorised to place orders to maintain the stock levels.

- Orders that requires competitive quotations are placed by the network manager but, in his absence, the post holder should be capable of taking over this process.
- Post holder is required to make recommendations to the Headteacher with regard to the purchase of peripherals and hardware.

This job description sets out the duties of the post at the time it was drawn up. The post holder may be required from time to time to undertake other duties within the school as may be reasonably expected, without changing the general character of the duties or the level of responsibility entailed. This is a common occurrence and would not justify a reconsideration of the grading of the post. The post holder may be required to deal with a range of stakeholders both internal and external and carry out any duties as required by the Head teacher and Governing Body.

- **PRINCIPAL ACCOUNTABILITIES:**

The IT Support Team is a forward-thinking school IT Team that values innovation, collaboration, and inclusivity. We are dedicated to creating a seamless digital experience for both staff and students, fostering confidence in technology. We celebrate diversity, promote equity, and strive to ensure that technology empowers everyone in our community. Whether you're solving technical challenges, mentoring team members, or contributing to impactful projects, you'll be part of a supportive and people-centred team where your ideas, transferable skills and expertise will be valued.

- Co-manages help desk operations to ensure efficient, effective, and approachable service.
- Provides – as required - first, second, and third-line technical support for core IT services.
- Acts as the point of escalation for more complex technical support challenges, communicating issues with the network manager and ensuring, with the help of the team, timely resolutions that minimise disruptions.
- Co-Manages computer hardware and systems within the school and provides technical support to ensure effective IT provision for both curriculum and administrative purposes.
- Co-manages the configuration, maintenance, and proactive monitoring of key systems, including (but not limited to) Smoothwall, Aruba Central, Ruckus One, Papercut, Active Directory, Office 365 (Outlook, OneDrive, Teams, Intune, Purview, Power BI, Power Automate…), Ansible and Azure AD, working collaboratively with the network manager and technicians to ensure optimal performance and security.
- Co-manages system backups with the Network Manager.
- Co-manages the asset management system, the gate system (Paxton), the Visitor tracking system and the CCTV system.
- Supports the Data Manager with the Arbor MIS, Alps and Timetabler software.
- Supports the finance department with their finance portals (Tucasi SCO, Arbor Payment, Access)
- Supports all curriculum cloud solutions available to teachers and students.
- Provides cover for other IT roles (including the network manager) when required.
- Acts as a liaison between IT and other school departments, ensuring efficient project execution and promoting interdepartmental cooperation.
- Train staff to ensure IT resources are used efficiently.

- Communicates with external agencies regarding faulty equipment and updates on new opportunities, trends, and equipment to directly contribute to the continuous development of IT in the school.
- Fostering technical growth, ensuring high-quality customer service, and actively staying abreast of developments while sharing knowledge with the team.
- Provides mentorship and support for IT apprentices and work experience placements, ensuring a structured and positive developmental experience.
- Provides advice to other Faculties and staff on purchase of appropriate equipment and software to meet identified needs.
- Assists the exam officer in setting up exams when requiring IT equipment.
- Provides basic maintenance of Photocopiers.
- PAT tests any portable appliances relating to ICT (training provided).
- Assists with Network Cabling (Working at height Health and safety policy applies).

4. JOB CONTEXT:

Line Manager: Network Manager
Line Management responsibility: none

The Post Holder works within national guidelines such as Health and Safety as well as the school's ICT and safeguarding policies. In general, the Post Holder works on their own initiative setting their own deadlines and completing tasks but does have regular contact with the Network Manager, system manager and Head of Computing normally to discuss the future progression of ICT in the school.

SAFEGUARDING

The school is committed to the safeguarding of children; all employees will receive training on Child Protection and need to have read the Child Protection Policy.

CONFIDENTIALITY

All employees must maintain strict confidentiality regarding sensitive and confidential student and staff information.

HEALTH AND SAFETY

All employees must take delegated responsibility for the implementation of the Act in the area where they work as outlined in the schools Health & Safety Policy. Health & Safety training to be provided.

Agreed By: ..... Date: .....

Agreed By: ..... Date: .....
Headteacher