

Job Description: Assistant Network & IT Support Manager



Assistant Network & IT Support Manager is accountable to the Director of ICT Support, assisting in the delivery of the School's ICT Development Strategy. The post holder will help manage the school's ICT infrastructure and IT Support requirements across the whole school, works closely with the Director of ICT Support and the ICT Technician.

Key Responsibilities include:

ICT Systems (hardware/software, operating systems, and applications), to:

- Manage operations & administration of internal networks, servers, switches and IT devices.
- Manage the security of the school computer system, emails, and equipment, including monitoring appropriate use of facilities by staff and students, together with E-safety.
- Manage and maintain the IT network and co-ordinate the efficient operation of all IT systems, and associated equipment in the establishment
- Manage the IT Support Ticketing system, provide effect response in escalations.
- Assist staff with the use of equipment.
- Provide effective and responsive ICT support to all users.
- Manage the setting up users and the management of user access rights.
- Be responsible for hardware, software and maintenance and deployment.
- Manage and maintain the ICT asset management system e.g. keep records of hardware and software maintain and care for equipment, log all repairs and non-routine maintenance of equipment
- Help maintain updates and software, and their relevant licensing records.
- Ensure regular safety checks are completed on materials and equipment to comply with Health and Safety Regulations and Requirements
- Help manage and maintain data security; Anti-Virus/malware protection, Backup systems, Mail Filtering, Web filtering. etc.
- Liaise, if necessary, with external support agencies to resolve faults
- Help oversee all password management and ensure that the systems comply with Data Protection
- Provide staff with regular updates of IT

Reprographics, to:

- Assist in the management and maintenance of reprographic facilities.
- Monitor and review maintenance procedures.
- To report to the Director of ICT Support and provide recommendations on improvements of facilities.
- Help provide appropriate training and record keeping.

Curriculum, to:

- Help evaluate software & applications, enable deployment, provide training and materials to support all curriculum areas where required.
- Provide recommendations to develop and manage school cloud technologies to the Director of ICT Support
- Help support the data manager of the school's MIS
- Help support class teachers with ongoing use of software/applications as and when required

- Analyse monitoring reports on computer usage, Internet access and appropriate e-mail use as and when required and provide recommendations and feedback to the Director of ICT Support.

Development Planning, to:

- Help implement and maintain, the schools' Digital Strategy.
- Attend and be an integral part of the School's digital strategy meetings,
- Help provide Digital strategy meeting documentation and record updates for distribution to staff.
- Suggest new developments for consideration with the Director of ICT Support.
- Manage resources in the department to help meet ongoing developments.

Professional Development, to:

- Assist the Director of ICT support to lead staff (teaching & non-teaching) CPD & INSET as required
- Take a leading role on one's own professional development.
- Participate fully in the school's performance management and appraisal process cycle.
- Keep up to date with new advances, advising the SLT on appropriate future developments.
- Attend meetings/conferences as required.
- Develop digital links with other schools and outside agencies.

ICT support department, to:

- Assist the Director of ICT Support to manage the ICT support department.
- Provide support, guidance & training for other ICT support staff when required.
- Assist in managing and augmenting IT Support.

Other

- To be aware of and abide by all the School's policies, in particular safeguarding.
- To represent the department at school functions and with co-curricular activities.
- To perform such other duties that may be reasonably required by the Principal.

This job description will be reviewed as and when necessary in accordance with the needs of the School.

29/06/2021