



Bishop Wilkinson

Catholic Education Trust

ICT Network Manager Job Description

Grade: H, £29,577 - £32,234 FTE
Hours: 37 hours per week, Full Year, Permanent
Reports to: IT Services Director
Location: Cardinal Hume Catholic School, and other sites in the Trust as and when required

Job Purpose

- To act as Network Manager for Cardinal Hume Catholic School, or other schools in the Trust as and when required.
- To support the provision of high quality and professional ICT services to all staff and students within the schools of the Trust.
- Responsible for the management, installation, maintenance, availability, and security of the ICT network, including the hardware and software infrastructure.

Key Responsibilities

- To contribute to ICT Vision by working as part of the ICT services team to provide day-to-day high-quality ICT support across the Trust's schools working with the senior leadership teams and Executive team on a day-to-day basis.
- Provide a high-quality, professional ICT service working closely with the designated Senior leaders in your allocated school.
- Ensure the smooth running of ICT systems to facilitate Teaching, Learning, Administration and Leadership.
- Assist in extensive projects in other Trust schools on an ad-hoc basis.
- To provide cover for other Network Manager's in times of absence, such as for sickness or holidays.
- Line manage and carry out performance management for a team of ICT support personnel.
- Manage your own workload through the allocation of calls via the centralised helpdesk. Making sure all requests for ICT Support, new projects/purchases or major changes are recorded on the helpdesk and actioned within a timely manner.

- Responsible for creating and maintaining network documentation and training materials.
- Providing onsite ICT support to staff and students and escalate where necessary within the Trust ICT Services team.
- Provide a second line support service for primary schools within the Trust liaising with Primary ICT Technicians where appropriate.
- Setting up, installing, and upgrading hardware as required.
- Support School Productions, assemblies and Whole School celebrations with regards to Sound and Lighting. Setting up and/or procuring costs where appropriate.
- Installing and upgrading software across the network and portable devices.
- Evaluate new and existing software and providing training where required.
- Attend and contribute to regular Trust and School ICT related meetings and to lead meetings with colleagues.
- Assist in the development of recording/audit systems for ICT usage.
- Carry out termly ICT Health Checks.
- Advising on the purchase of new hardware/software and to liaise with the Trust's Commercial Director where necessary.
- Keeping the ICT software/hardware inventories up to date to ensure that the school complies with all licensing requirements.
- Providing technical support for staff presentations, classrooms and other areas in school.
- To keep abreast of all modern technologies within Education and undertake training/CPD when required.
- Support the schools Office365 rollout and management within the Trust Tenancy.
- Be aware of and adhere to all relevant health and safety legislation associated with duties undertaken.
- Commission, maintain, test and repair electronic/computer systems, associated peripherals and AV equipment ensuring this equipment complies with health and safety legislation.

Additional Information

- Engage in promoting the values and acting as a role model for the Trust.
- To work collaboratively to offer schools a seamless service and maintain high quality working relationships with staff that contribute to creating a productive working environment.
- To work across all sites within the Trust as appropriate to undertake the role and must be able to meet the travel requirements of the post.
- To work flexibly and act as a point of contact and offer technical support to staff outside normal core hours and provide remote attendance or attend site when required in response to service demands as agreed with the IT Service Director/Chief Technology Officer.
- Respect confidentiality at all times.

- Be aware and comply with equal opportunities, health and safety, and all other Trust policies at all times.
- Comply with the principles and requirements of the General Data Protection Regulation and the Data protection Act 2018 in relation to the management of the Trust's records and information, and respect the privacy of personal information held by the BWCET; comply with the principles and requirements of the Freedom in Information Act 2000; comply with the Trust's information security standards, and requirements for the management and handling of information; and use Trust information only for authorised purposes.

The duties and responsibilities highlighted in the job description are indicative and may vary over time. The job description is not intended to be an exhaustive list of all the duties and responsibilities that may be required.

The jobholder will be expected to carry out such professional tasks as are commensurate with the duties and responsibilities of the post.

April 2021