



“Brookfield Community School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.”

<b>Post title</b>	<b>ICT Network Manager</b>
<b>Reporting to</b>	Operations Manager
<b>Responsible for</b>	ICT Technician and ICT Media Technician
<b>Contract type</b>	Permanent, Full Time (37 hours per week), 52 weeks per year
<b>Main Duties and Responsibilities:</b>	
<b>Organisation and Management (Staff)</b>	<ul style="list-style-type: none"> <li>▪ Management and supervision of the school’s ICT and Media Support Team</li> <li>▪ Meet regularly with the Operations Manager and ensure effective communication within the team.</li> <li>▪ Distribute tasks within the team according to job role, skill level and availability.</li> <li>▪ Carry out Performance and Development Reviews for staff.</li> </ul>
<b>ICT Network Provision</b>	<p>To take responsibility for the successful delivery of hardware related tasks:</p> <ul style="list-style-type: none"> <li>▪ Administration of the ICT Equipment Loan system.</li> <li>▪ Helping staff to set up ICT equipment including laptops and projectors, amplifiers and interactive whiteboards</li> <li>▪ Maintenance tasks, e.g. upgrading and maintaining staff laptops, cleaning equipment, replacing toner and drum cartridges in printers</li> <li>▪ Routine tasks, e.g. filling printers with paper, monitoring equipment loan system, daily setup of ICT rooms</li> <li>▪ Fault-finding operations, e.g. resolving hardware faults, clearing printer jams, liaise with external support agencies as required to resolve faults speedily</li> <li>▪ Installation and setup of new equipment e.g. laptops, desktops, projectors, digital cameras, scanners, printers, video editing equipment</li> <li>▪ Support staff and students in use of ICT resources eg laptops, projectors, digital cameras and biometric systems</li> <li>▪ Annual system maintenance including archiving student data, mass imports for user accounts across multiple systems, system year ends</li> </ul> <p>To take responsibility for the successful delivery of software related tasks:</p> <ul style="list-style-type: none"> <li>▪ Installation, configuration of new/upgraded software</li> <li>▪ Produce user guides and offer training and ad-hoc instruction to staff users</li> <li>▪ On-going software monitoring and maintenance e.g. internal internet filtering software</li> </ul>
<b>ICT Support</b>	<ul style="list-style-type: none"> <li>▪ To maintain a logging system for support requests from staff/pupils</li> <li>▪ Determining course of action, and carrying out tasks to resolve support requests in accordance with service level policy.</li> <li>▪ To ensure support calls with external support companies for both hardware and software issues are logged, and resolving issues with external support engineers</li> <li>▪ To ensure technical assistance is provided at school events</li> <li>▪ Restore lost data</li> <li>▪ Define the ICT Support Team's service level policy for ICT issues arising within the school</li> </ul>



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	<ul style="list-style-type: none"> <li>▪ Ensure new user accounts are created and assigned appropriate permissions</li> <li>▪ Changing pupil and staff passwords</li> <li>▪ Assigning printer resources to users</li> </ul>
<b>ICT Administration</b>	<ul style="list-style-type: none"> <li>▪ Ensure a disaster recovery strategy is in place regarding the school network and data held on the school network</li> <li>▪ Ensure data held on the school network is secure and accessible only by designated staff and students where applicable</li> <li>▪ Ensure safe and secure access to the internet by staff and students alike</li> <li>▪ Ensure the completion of data back up and archiving as required</li> <li>▪ Maintain policies regarding access to the internet and data on the school network</li> <li>▪ Act as the school’s designated SIMS system manager.</li> <li>▪ Administer and maintain systems required for efficient functioning of the school e.g. SIMS activities, SIMS App, MIS, parent communication software, staff and student access to resources</li> <li>▪ Maintain inventories, asset and security mark ICT equipment</li> <li>▪ Administer and maintain the IP telephony system</li> <li>▪ Obtain quotes and order items as required by the department</li> <li>▪ Store and file the necessary documentation regarding quotes, orders, licences, serial numbers etc.</li> </ul>
<b>ICT Development</b>	<ul style="list-style-type: none"> <li>▪ Work with Operations Manager and Senior Leadership Team link in developing ICT Resources</li> <li>▪ Identify ICT requirements of staff and students within school</li> <li>▪ Plan and implement a rolling server upgrade, taking into account on-going expansion</li> <li>▪ Manage the ICT Development and Consumables budget in line with the school’s finance policy.</li> <li>▪ Be mindful of best value at all times and discuss funding issues with Operations Manager.</li> <li>▪ Plan and implement a rolling cycle of projector, and or interactive whiteboard installations and upgrades</li> <li>▪ Plan and implement a rolling cycle of PC and laptop installations and upgrades</li> <li>▪ Plan and execute major system upgrades</li> <li>▪ Review the efficiency of current software/systems and implement improvements as appropriate</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>▪ Liaison with other departments and staff as necessary on matters regarding ICT.</li> <li>▪ Attendance at staff meetings and INSET activities where relevant.</li> <li>▪ To uphold and actively support the school’s policies and procedures.</li> <li>▪ Undertake any other duties which might be reasonably be regarded as within the responsibilities of the post, subject to the proviso that any changes of a permanent nature shall be incorporated into the job description in specific terms.</li> </ul>