



# Network Manager (IT Services)

**Title:** Network Manager

**Reports to:** IT Director

**Direct Reports:** 3

**Budget Responsibility:** Yes

**Role Purpose:** This post exists to ensure the smooth running and on-going development of the college's computer network, and other systems under the direction of the IT Director. This is a lead role that sees the post holder responsible for the line management of one other network/systems engineer, and desktop support engineers and other technology staff as required in order to complete specific tasks or projects.

**Primary task:** The post holder's main role will be to lead and work co-operatively with other members of the IT Services team to both ensure the smooth running of the college's IT systems and to carry out the general administration of the college's Windows based computer network. The role also includes the development and expansion of the college network and other related systems in conjunction with other IT Services staff to facilitate the college's wider development. The post holder will need to be able to work collaboratively with the wider college staff on IT developments.

**Secondary task:** A secondary role will be second line technical support as tasks are passed up from the IT Helpdesk. There will be some occasions where first line support will be required as and when the IT Technicians (1st line support) are already busy with a support request or otherwise unavailable. In addition to the above the post holder will be expected to assist in wider technological projects or development work as required by college management. The post holder will be expected to support the learning of students through effective use of IT.

## **Accountabilities:**

- Administer the College's Windows based 'Active Directory' based computer system.
- Plan development and on-going replacement / renewal of the College's IT estate in conjunction with the IT Director.
- Run the college's data backup and retrieval systems.
- Ensure that all relevant software updates and patches are applied as necessary via the College's update and patch management system
- Manage the security and integrity of the college network. This will include the use of proactive monitoring, analysis and reporting tools to monitor the state of the network. It will also include monitoring appropriate technical news / threat status / anti-virus websites as well as pre-emptive patching and updating of systems to combat known security threats.
- Provide a rapid and friendly second or in some cases first line response to IT problems encountered by students and staff.
- Maintain network infrastructure and other equipment such as printers and other similar network attached equipment.
- Manage hardware and software deployment and maintenance as required.
- Support the learning of our students by effective use of IT; this could include setting up specialist equipment and other technology for use in various teaching sessions.

- The post holder must ensure that College policies are applied at all times including the Acceptable Use Policy and Data Protection policies.
- The post holder is required to ensure that they maintain their own health and safety, and support that of any colleagues, service users or visitors in their environment in accordance with organisational policies and procedures and the training they receive.

**Job Breadth and Communication:**

The post holder will be expected to support the work activity of all colleagues in their direct work team. Occasionally it may also be purposeful for the post holder to support other members of the Hereford Sixth Form College team as relevant to the competences of the post holder and in so far as this does not prevent effective delivery against the main duties detailed above.

The post holder will undertake and engage positively with relevant training and personal development activities as required. There are a number of development opportunities available to technology staff, including technical training at University level, dedicated study time and access to a dedicated testing and training system at the college.

This role will involve access to important data and services. The post holder will be expected to work to the highest levels of personal integrity and will be expected to adhere to and actively promote the College's Acceptable Use Policy (AUP).

**Decision Making:**

The post holder will have significant delegated decision making responsibility, particularly in the absence of the IT Director. This will include decisions around resource allocation and budgetary control.

The post holder is expected to respect any information that come into their possession or exists in their environment relating to students, colleagues and other individuals. This requires following good practice and guidance on confidentiality. The post holder has a duty to maintain the safety and welfare of the students and within the scope of their post must ensure all organisational policies and procedures on safeguarding are implemented. The post holder has a duty to report any concerns or incidents regarding student welfare promptly in accordance with College procedure and their training.

**Problem Solving/Creative Effort:**

The post holder will be responsible for ensuring the smooth running of all network and computer systems in the College. This will involve problem solving and solution finding to ensure the smooth running of all systems.

The college maintains an 'ILT Strategy' document that must be kept up to date as a 'working document'. The entire IT Services team and the wider management team has input into the development of this strategy. The post holder will be expected to contribute to the development of this strategy. The post holder will have an agreed work programme and will be expected to deliver against the agreed tasks and targets.

The post holder will need to recognise they work in a College environment which will occasionally require them to support student related activity.

**Date: August 2017**

SPECIFICATION	ESSENTIAL	DESIRABLE
<b>Knowledge/Qualifications</b>	<ul style="list-style-type: none"> <li>• Degree qualification in IT related discipline and/or demonstrable experience in a similar role</li> <li>• Up to date knowledge and understanding of IT developments and their potential to contribute to the provision of effective and efficient response to business needs</li> <li>• In-depth technical expertise in Microsoft based environments inclusive of Windows Server, Exchange Email and Active Directory</li> <li>• Knowledge of cloud service provision, notably Office 365 identity management.</li> <li>• Sound knowledge of IT principles, including the ability to map new processes</li> <li>• A proven track record of working in a relevant technology area</li> </ul>	<ul style="list-style-type: none"> <li>• Technical qualification or working to a technical qualification in infrastructure such as: Microsoft certified systems engineer (MCSE / MCSA)</li> <li>• Higher level Microsoft / networking / information security qualification / accreditation</li> <li>• Possession of a higher academic or vendor qualification would be a distinct advantage; a suitable candidate may be offered training and development to achieve such certifications.</li> <li>• ITIL qualification</li> <li>• CISSP</li> <li>• CCNA</li> </ul>
<b>Relevant experience</b>	<ul style="list-style-type: none"> <li>• Experience of working in IT support and Network Administration</li> <li>• Experience of networking hardware &amp; software handling, configuration and management</li> <li>• Solid Infrastructure experience; ideally including Windows / Active Directory / DNS / DHCP configuration</li> <li>• Virtualisation technologies, notably VMWare</li> <li>• Service Management (ITIL) experience and or appreciation</li> <li>• Network configuration &amp; troubleshooting experience</li> <li>• Routing &amp; Switching Experience</li> <li>• Putting in place network security measures</li> <li>• Planning backup and disaster recovery systems</li> <li>• Knowledge of industry standard antivirus and backup</li> </ul>	<ul style="list-style-type: none"> <li>• Full cloud based service provision experience (IAAS, PAAS, SAAS).</li> <li>• Project management experience</li> <li>• VOIP telephony experience</li> <li>• Understanding of firewalls and other security technology</li> <li>• Knowledge of databases, particularly those based of Microsoft Access and SQL server.</li> <li>• Experience of Apple desktop operating systems</li> </ul>

	<p>software</p> <ul style="list-style-type: none"> <li>• Knowledge of user / desktop management and deployment using SCCM</li> <li>• Evidence of hardware troubleshooting skills, including both desktop and server hardware</li> <li>• Evidence of software troubleshooting skills, including experience of Windows 7/8/10 and Windows Server 2008/2012/2016</li> <li>• Strong ability to use basic applications such as Microsoft Office Word, Outlook, Excel and PowerPoint to include the production of professional documents</li> </ul>	
<p><b>Skills/Aptitudes</b></p>	<ul style="list-style-type: none"> <li>• Ability to acquire new skills quickly with evidence of transferable skills</li> <li>• Understanding of the need for confidentiality and discretion</li> <li>• Good organisational, communication, presentational and interpersonal skills – with the capability to communicate concisely and effectively equally well with fellow engineers, non-technical colleagues and with members and/or customers alike</li> <li>• Strong communication skills both verbal and written</li> <li>• Role holders will require negotiating and influencing skills, as well as the ability to lead and motivate a team</li> <li>• Innovative thinker – ability to turn customer requirements into workable solutions</li> <li>• Process orientated</li> <li>• Ability to adapt to new situations, solve problems, and develop new skills</li> <li>• Self-motivation and determination with the proven ability to multitask, organise and prioritise</li> </ul>	

	<p>workload while having to work under pressure and to deadlines</p> <ul style="list-style-type: none"> <li>• Excellent attitude to client service (end user)</li> <li>• Strong team work ethos and ability to work in team</li> <li>• Keen attention to detail</li> <li>• Ability to research for information and resources</li> <li>• Seeks continuous improvement for the service user</li> <li>• Highly organised, methodical, &amp; tenacious</li> <li>• Flexible attitude and emphasis on prioritisation of work load</li> <li>• A keen desire to provide an IT environment which supports develops and enhances the learning of all our students</li> <li>• Keen interest and passion for continual professional development in technical expertise and also service management/delivery.</li> <li>• Self-motivated and able to work on own initiative</li> </ul>	
<p><b>Other requirements</b></p>	<ul style="list-style-type: none"> <li>• Commitment to undergo further training and development as appropriate.</li> <li>• Willingness to undertake an Enhanced DBS Disclosure.</li> <li>• Willingness to contribute to IT training course planning and delivery (e.g. in conjunction with rollout of new operating systems / applications)</li> </ul>	<ul style="list-style-type: none"> <li>• A desire to contribute to the development of the College as a whole.</li> <li>• Strong record of personal and professional development.</li> </ul>