JOHN MASON SCHOOL

Reprographics/Network Manager

JOB DESCRIPTION

Objectives of the role

To work under the instruction/guidance of the Business Manager and/or Headteacher to:
- Install, support and manage the ICT and network infrastructure
- To ensure that the provision of ICT hardware and software meet the needs of students and staff
- Install, maintain and upgrade desktop hardware, including peripherals and software
- To define procedures and provide advanced technical support through the ICT support team
- To ensure that legal and contractual obligations relating to ICT resources, systems, people and services are met
- To manage the ICT and Reprographics technicians.

KEY DUTIES AND RESPONSIBILITIES

Leadership and Management

- To be a member of the strategic ICT group, to forward the development of ICT within the school in conjunction with the ICT Strategic curriculum lead.
- To give advice to the SLT on compatibility of hardware and applications with existing systems.
- To advise relevant colleagues on implications for the network of curriculum. development, assessment, reporting and management information systems
- To advise the SLT on efficient operation of administration software (e.g. SIMS) and work with outside agencies as appropriate.
- Be closely involved in writing the ICT procurement policy and developing ICT financial processes.
- Management of relevant budgets for ICT.
- To lead, manage and develop the ICT and reprographics technicians, deploying staff and resources effectively to provide a high quality support service.

Specific Responsibilities

- Order paper and consumables.
- Prepare monthly costing reports of reprographic work undertaken and cross-charge.
- Trouble-shoot of MFDs.
- Design and implement network infrastructure to meet the school's requirements.
- Perform advanced diagnosis procedures on hardware, peripherals and applications.
- Development and maintenance of the school's ICT infrastructure and resources.
- To maintain an overview of the capability of the school's ICT service and contribute to continuous improvement to meet future needs.
- Create and maintain user accounts for SCOMIS/SIMS and Staff Office 365 email and Papercut accounts.
- Administer Staff Office 365 email and internet/broadband access across networks.
- Be responsible for keeping appropriate records.
- Manage relevant budgets.
- Create and update change control logs.

- Set up a structures approach to rolling out new hardware and software; the management and collection of assets and configuration data and asset disposal of redundant equipment.
- Responsible for the audio and visual equipment

- Manage the following:
  - Desktop and application support.
  - Maintain, upgrade and repair a wide range of PC's and peripherals; install complete applications.
  - Detect diagnose and resolve PC, peripheral and application errors.
  - Perform advanced diagnostic procedures on PC's, peripherals and applications.
  - Advise on compatibility of hardware, applications and operating systems, according to user requirements.
  - Liaise with external suppliers of equipment and services.
  - Liaise with external contractors during onsite installations.
  - Liaise with MFD suppliers regarding service issues.

Server and Network Support

- Install and set basic configuration and manage active network components including routers, switches and bridges.
- Install additional servers and upgrade network operating systems.
- Maintain internet filtering systems, disk caches and firewalls.

Health and Safety

- Actively monitor and implement trust requirements for Health and Safety.
- Monitor the use of relevant procedures (e.g. Acceptable Use policy) and ensure that all ICT users follow appropriate good practice.
- Document and publicise systems and procedures.

Maintenance and Security

- Develop a maintenance schedule.
- Manage efficient implementation of backup, virus protection and Security procedures to protect hardware, data and confidential information.
- Ensure robust system for recording and issuing network logins and passwords.
- Take appropriate action if system security is breached.
- Assess risks and develop recovery procedures for key ICT systems.
- Identify failing systems and suggest solutions following the development plan and budgets.

Support and Management of the school's ICT service

- To manage the ICT support team's workload and priorities.
- To allocate tasks between the technicians and produce and analyse reports on support requests for management purposes.
- To monitor and manage server logs and use them to inform developments and support procedures.
- To undertake performance management interviews and provide professional development opportunities.
- To monitor the work of the technicians against performance objectives and job roles.
- To ensure that members of the ICT services team receive appropriate training.
- To support the full range of financial planning for ICT, including the annual planning of the budget and purchase of larger items, and to help to estimate future budget requirements.
- To develop resources financial management processes and procurement policies with reference to trust procedure. Manage tenders for appropriate resources and advise on the appropriate use of national and local framework contracts.

Other Duties

- Carry out emergency reprographics tasks in the absence of the Reprographics Technician.
- To undertake other reasonable duties as required by the Business Manager and/or Headteacher.

This job description is not intended to be exhaustive and it is expected that there will be other tasks to be agreed from time to time).

John Mason School is committed to Staff Development and to achieve this end all members of staff have an annual Staff Development interview with a colleague to look back over the past 12 months, review work and training needs and to look forward and plan personal development for the forthcoming 12 months.

All non-teaching employees are subject to a probationary period of 6 months. Employees are expected to prove their suitability for the job within their probationary period in terms of both conduct and competence.

For all staff *– You have specific responsibilities under Health & Safety legislation to ensure that you:*

- *Take reasonable care for your own health and safety and that of others affected by what you do or do not do*
- *Co-operate on all issues involving health and safety*
- *Use work items provided for you correctly, in accordance with training and instructions*
- *Do not interfere with or misuse anything provided for your health, safety or welfare*
- *Report any health and safety concerns to your line manager as soon as practicable*

Hours: 37 per week 52 weeks a year

Grade: NJC Grade 10

JOHN MASON SCHOOL

Reprographics/Network Manager: Person Specification

Experience	Significant experience of managing large/medium networks, preferably within an educational environment	*Essential*
	Managing budgets	*Desirable*
Qualifications/ training	Good literacy and numeracy skills	*Essential*
	Advanced computer user	*Essential*
	IT qualification's such as MCSE or equivalent	*Desirable*
Knowledge/ Skills	Ability to self-evaluate learning needs and actively seek learning opportunities; willingness to participate in development and training opportunities.	*Essential*
	Ability to relate well to students and adults.	*Essential*
	Ability to work consistently as part of a team, understanding school roles and responsibilities and your own position within these.	*Essential*
	A positive, can-do attitude.	*Essential*
	Flexible approach to working.	*Essential*
	Ability to use own initiative.	*Essential*
	Respect for the state education system and all those who work so hard to make John Mason a thriving school.	*Essential*

June 2017

Name:	
Signed:	
Date Agreed:	