



“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.”

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



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