Abbey Gate College

Job Description & Person Specification	
Role	ICT Network & Systems Manager
Contract	Permanent, full-time, full year (i.e. term time plus school closure periods)
Start Date	Required to start as soon as possible
Salary	Grade AGS 7, Grade Point 31 £36,400

Introduction from the Head:

Our wonderful Senior School and Sixth Form are enviably located in the historic Saighton Grange buildings, with stunning views across beautiful countryside towards the Welsh mountains and the Cheshire sandstone ridge; and our dedicated Infant and Junior School is just down the road in the charming and picturesque village of Aldford.

Our College is a unique, inspiring, and memorable place to learn and grow, where our caring and committed teaching and support staff will do all that they can to help our pupils to be the best that they can be.

We are a safe and friendly school community, where we look out for each other and where we work with each child's individual interests, passions, and strengths; while also encouraging them to try new things, take risks, and be creative.

Our Mission:

We are committed, within our safe and caring community, that each one of our pupils will become the best that they can be and have the self-belief to go forward into this changeable world with courage and with compassion.

Our Aims:

We pursue our whole College mission, guided by three defining and aspirational aims:

SELF
Each pupil cares for their mental and physical wellbeing; learns and achieves to their individual potential; and is content, comfortable and confident to be who they are in our diverse and inclusive College.

SERVICE
Each pupil makes a positive difference to the lives of others in our College, as well as in our local and in wider, global communities.

SUSTAINABILITY
Each pupil contributes towards preserving and protecting the planet we all inherit and share, and has the opportunity to be creative and innovative; to help further humanity's progress in the future.

Thank you for taking the time find out more about us. If you feel that you could bring the right balance of care, commitment, expertise, and enthusiasm to this role, we would welcome your application.

Craig Jenkinson, MA (Oxon), PGCE, MInstLM, MCCT

The Post:

Abbey Gate College is looking to appoint a caring, committed, suitably experienced and qualified ICT Network & Systems Manager, to join our dedicated support staff team.

This post is based at our Senior School site in Saighton. However, the post holder will also provide support for our Infant & Junior School site in Aldford.

Job Description:

Line managed directly by a member of the College Leadership Team, and working alongside our Senior ICT Technician, the post holder is responsible for maintaining and supporting the College's computer systems, network, software and other technology-related equipment.

Taking responsibility for the day-to-day operation of the College's IT support service, you will work with a wide range of hardware and software products, including servers and operating systems, to ensure the continued efficient operation of the College.

Main Duties:

- to manage and ensure optimal operation of all Servers, including Microsoft Hyper-V server, at both physical and virtual levels, liaising with off-site technical support where necessary;
- to promote the use and understanding of ICT within the College for staff, pupils, parents and governors;
- to manage and ensure optimal operation of all network hardware and equipment, including routers, switches, firewalls, wireless access points and VoIP handsets;
- to support the development and maintenance of the College's Management Information System (iSAMS), working closely with our Data Manager;
- to build, test and maintain base images for servers and PCs, either physical or virtual in VDI infrastructure;
- to monitor all systems for inappropriate usage via the College's eSafety software, informing the relevant colleagues as appropriate;
- to maintain all IT related policies, in liaison with the Head / Executive PA;
- to manage back-up strategy including control of the backup server;
- to manage Global Microsoft 365 Administration;
- to manage virus protection strategy and installation / maintenance of systems;
- to carry out repairs to hardware not covered by warranties, within own ability, and to arrange other repairs with external organisations, when necessary, to ensure maximum availability and cost effectiveness of all IT equipment in the College; and
- to support and maintain the current classroom technology, e.g. Touchscreens and peripherals.

Key Areas of Responsibility:

Helpdesk

- to have overall control of the College helpdesk;
- to answer and log calls on the helpdesk;
- to resolve and close 2nd line support calls, where possible;
- to liaise with the Senior ICT Technician to resolve faults;
- to escalate unresolved support issues to external 3rd line support;
- to progress escalated calls with third parties; and
- to update users on the progress of support calls.

Maintenance of the College's ICT Network

- to monitor the efficiency of the College's networks; and
- to provide support to the Senior ICT Technician as required.

Installation of Hardware and Software Across the Network

- to install new and existing software on the server infrastructure;
- to install and configure new hardware to increase capacity on College infrastructure; and
- to perform complete installations of new servers.

Provision of Technical Support for All Users, Curriculum and Admin

- to administer e-mail, email user groups and all user accounts within the College;
- to configure and maintain all software applications for consistent use;
- to provide support to users in the use of the College's Management Information System (iSAMS);
- to offer advice and training where relevant on the correct use of systems; and
- to support the Senior ICT technician during computer-based examinations.

Assistance with the Development and Maintenance of the College's website and intranet

- to assist in designing and uploading pages for the College VLE (Firefly);
- to assist in removing out of date material from the College VLE (Firefly);
- to support staff, who wish to contribute material to the College VLE (Firefly); and
- to train staff to upload their documents to the VLE and create a confidence in the VLE.

Support for the College:

In addition to the day-to-day responsibilities of the role, you will also be expected to:

- to support the College's commitment to safeguarding children and promoting their welfare in accordance with the College's policies and procedures;
- to be aware of, and comply with, policies and procedures relating to health and safety, security, confidentiality, and data protection, reporting all concerns to the appropriate person;
- to contribute to the overall work and ethos of the team, as required;
- to contribute to the overall vision, mission, and aims of Abbey Gate College;

- to participate in training, meetings, and performance development activities as required; and
- to undertake any other duties as reasonably required.

Person Specification:

The successful candidate will possess the following:

Qualifications:

Essential

- at least two years' experience in administering a Microsoft Windows network;
- ICT-related A Level or NVQ Level 3;
- minimum of five GCSE's (including English and Maths) grade A – C (or equivalent); and
- working knowledge of Virtualisation and excellent Active Directory skills are mandatory.

Desirable

- certifications from Microsoft, Cisco, CompTIA, or similar.

Experience:

Essential

- experience of working within an educational establishment;
- experience of configuration and administration of Windows Server Environment (2016/2019);
- experience of using excellent Active Directory skills; and
- experience of Office 365 Administration.

Desirable

- experience of working with audio visual and lighting systems;
- experience of building desktop computers and repairing laptops; and
- experience in a line management role.

Skills & Knowledge:

Essential

- sound knowledge of Microsoft Windows operating systems, computer networking, and managed print systems;
- sound understanding of network security issues, firewall rules and GDPR;
- detailed knowledge of Windows Server and Active Directory and Group Policy;
- understanding of Wi-fi systems and security;
- confidence when troubleshooting and diagnosing faults in hardware and software; and
- knowledge and experience of Hyper-V administration.

Desirable

- knowledge of switching and routing;
- understanding of IP CCTV systems;
- familiarity with PaperCut, Azure Active Directory and Office 365; and.
- experience with Virtual Learning Environments, preferably Firefly.

Personal Qualities / Skills:

Essential
- ability to work well both as part of a team and independently, using initiative and seeing advice / support, when appropriate;
- highly developed and effective communication skills with colleagues, pupils and other stakeholders alike;
- ability to deal with sensitive information with the utmost discretion and to maintain confidentiality at all times;
- attention to detail, accurate and methodical;
- ability and willingness to adapt to and embrace change;
- willingness to learn new skills and promote new initiatives; and
- willingness and adaptability in tackling the variety of tasks arising in a school environment.

Desirable
- ability to convey complex technical information in terms comprehensible to non-technical colleagues and pupils.

Salary:

The starting salary for this role is £36,400 (Grade AGS 7, Grade Point 31).

This is a permanent, full-time role, working 37.5 hours per week, Monday – Friday, on a full year basis (i.e. term time plus school closure periods).

Annual leave entitlement is 25 days per year, plus statutory bank holidays.

The preferred working pattern would be 8.00am – 4.30pm, inclusive of an unpaid one-hour lunch break.

Safeguarding & Child Protection:

Abbey Gate College is committed, as a priority, to safeguarding and promoting the welfare of children, and expects all staff and volunteers to share this commitment.

Applicants will, therefore, be subject to stringent vetting and induction processes, including an enhanced DBS disclosure. **References for shortlisted candidates will be requested prior to interview**; please inform your referees.

Whilst criminal convictions are not necessarily a bar to appointment, this safety consideration will be central to all decisions regarding the employment of staff, approval of volunteers, and standards of external contractors.

Equality, Diversity & Inclusion:

We are committed to equality of opportunity for all staff and to treating all staff with dignity and respect. Therefore, applications from individuals are encouraged, regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief, and marriage and civil partnerships.

Process for Applications:

- **Closing date for applications: Wednesday 6th March 2024 at 9.30am**

In order to apply for our ICT Networks & Systems Manager vacancy, please complete our Abbey Gate College application form (available at https://www.abbeygatecollege.co.uk/about-us/vacancies/).

Please also include a covering letter, which should be addressed to our Head, Mr Craig Jenkinson, outlining your interest in, and suitability for, the role and the College.

Your completed application form and covering letter should be returned to Mrs Sue Moran, HR and Staff Wellbeing Manager, at: sue.moran@abbeygatecollege.co.uk by the above closing date.

Should you require any additional information or have any difficulties in completing / submitting your application, please also contact Sue Moran.

Please visit our website at www.abbeygatecollege.co.uk for more information about the College.