The Rosewood School – www.trs.kent.sch.uk

Job Description: IT Network Manager

Salary: Dependent on experience

**The working hours are 08:00-16:00, Monday to Thursday; 15:30
Fridays. Term time and full time considered**

Location: All TRS sites, base at Leybourne

Applications Close: 7th February 2025

Interviews week commencing: 10th February 2025

The School

The Rosewood school is a school for pupils who are struggling in their current school due to their physical and mental health need. Our vision is to combine education and health in transforming the futures of our young people.

This is a significant role, and we are currently seeking to appoint an exceptional person to join our team at our school in Leybourne .The successful candidate will be supporting pupils and teachers across our three schools.

For each and every person employed at The Rosewood School, we offer you excellent CPD, unwavering support from our senior leadership team and continual opportunities for you to succeed at your own personal and professional development. This role represents an exciting opportunity to work as a member of a committed and highly innovative team where collaboration and team work is essential.

We will promise you a stimulating, supportive and rewarding working environment, where all staff are valued and encouraged to take a leading role in the development of The Rosewood School's vision and strategy. You will also have the opportunity to access a range of excellent professional opportunities to support your progression.

The Rosewood School is committed to safeguarding and promoting the welfare of children, and expects all staff to share this commitment. Everyone who comes into contact with pupils and their families and carers has a role to play in safeguarding children. In order to fulfil this responsibility effectively, all professionals should make sure their approach is child-centred. This means that they should consider, at all times, what is in the best interests of the child.

Purpose of Post:

The IT Network Manager will oversee the efficient and effective operation and planning of ICT infrastructure across The Rosewood Schools, while providing hands-on ICT support to staff across the school. You will be responsible for all ICT hardware and software, servers, storage management, security, disaster recovery/business continuity.

Key Duties and Responsibilities

- Develop and maintain the ICT infrastructure and systems within the school
- To support the ICT needs of the school by identifying ,planning and costing all future developments and upgrades
- Management of the network infrastructure, servers ,management information systems, workstations, software, AV and IPCCTV, IP telephone and broadband
- Manage and work to minimise outages and ensure 3rd party suppliers disaster and recovery plans are in place
- To advise on strategic development of IT service permission within the school both now and as the school continues to grow and develop.
- Monitor the ICT systems and report inappropriate behavior to a member of SLT
- To liaise with all relevant service providers and stakeholders
- To make suggestions and recommendations for technology and service enhancements
- Responsibility for backup systems and disaster contingencies regarding the networks
- To monitor the help desk to ensure that all support requests are being carried out in a timely fashion, effectively and in the right priority
- Ensure all equipment is on the asset register including disposal of assets in line with the school financial policies.
- Have mitigations in place which are combination of technological ,process and people based approaches which will improve the schools resilience against cyber attacks
- To assist in the continued development of both staff and student cyber security and online Safety knowledge
- To provide support and training for all staff regarding hardware and software
- Review of software used in the school including Filtering ,Monitoring, Security and Data bases, monitor and report on breaches
- Collaboratively manage the procurement of ICT resources, obtaining quotes or tenders as identified in the finance policy
- To assist the business manager with IT budgets for annual forecasting.
- Responsible for the creation, configuration, administration and management of network systems (user accounts, IDs, passwords, menu systems, etc) to meet school needs,
- Act as point of contact regarding all technical issues with manufactures, suppliers, ISP and external support organisations
- Ensure that ICT equipment and workstations meet the requirements of health and safety legislation and are maintained in a secure, clean and safe manner
- Liaise with site staff to coordinate any new electrical wiring, benching or physical installations
- Maintain all necessary records and documentation including network maps and inventories and details of licences, warranties and equipment checks as necessary
- To be the contact during working hours, for school and remote staff and pupils IT support.
- To prioritise resolution and determine whether external support is required.
- To develop clear policies on a range of ICT

Knowledge, Experience and Training:
Essential:

Professional qualification in ICT, network management/information systems or proven industry experience

Knowledge of Microsoft Office 365 including back end configuration and security

Proven hands on hardware and software troubleshooting experience

IT service management and delivery service

An excellent communicator and team player

Have knowledge of networking and system developments and monitoring of developments in technology

Be able to work under pressure ad have a calm, organised approach to problem solving

The above mentioned duties are neither exclusive nor exhaustive and the post holder may be called upon to carry out such other appropriate duties as may be required by Senior Leadership Team.

Person Specification

Categories	Essential/ Desirable
GCSEs(or equivalent) –including Maths and English	E
ICT Training certification or equivalent experience	E
Evidence of continuous professional development and training	E
EXPERIENCE Experience in all aspects of ICT technical support.	E
Experience of relevant hardware and software	E
Strong knowledge of Digital Standards Experience of working in a school environment	E

SKILLS AND ABILITIES	
Strong written/verbal communication	E
ICT literate with a working ability to use IT software to present work in a high standard	E
A customer service focus and the ability to communicate with people from all backgrounds and levels	E
Skills to analyse and interpret data, such as usage trends; develops specifications for software and hardware	D
Ability to multitask	E
Personal Qualities	
A team player including flexibility and willingness to assist with the development of the school	E
Enthusiasm, a can do attitude and has a capacity for hard work	E