

Role Profile

Role	IT Network Manager	School	Baleares International School
Line Management	IT Support Assistant	Reporting To	Principal
Internal and External Interactions	School Staff, Students and Orbital Education	Hours	7am to 4pm Monday to Friday – plus other hours as needed

Role Purpose

To strategically manage the development and maintenance of an efficient data and voice ICT infrastructure and provide a high standard of technical support for the ICT infrastructure operations of the school and be the first point of contact for all ICT issues for pupils and staff.

To support the Principal and Academic staff on all ICT issues to ensure the schools ICT functions work efficiently and effectively to meet the needs of the school and its users.

Define and implement IT policies, procedures and best practices and be responsible for all aspects of the schools IT systems.

i) Key Accountabilities – All Roles

Main Responsibilities:

1. ICT Strategy and Project Management

- Manage the development, implementation and project management of the School IT development plan in conjunction with the Principal and Orbital Education
- Manage the further development and implementation of the Management Information System and Virtual Learning Environment into school processes
- Constantly evaluate the ICT provision - identify areas for efficiency improvements
- Ensure we deliver competitive ICT services compared with other regional international schools
- Develop and improve policies, procedures, standards for the use of ICT, including e-safety, health & safety, asset disposal, receiving and testing ICT equipment, data protection, social media, internet use, email, security and ICT resource management within the School and monitor adherence to the policies and standards

2. Security and Continuity Planning

- Audit, document, improve and manage the Disaster Recovery Plan and Risk Register – to minimise the impact on the ICT service in the case of a serious disaster, error, abuse or malfunction (in terms of device, person, supplier and building)
- Implement and manage backup policies and procedures to ensure school data is backed up – both onsite and off-site backups
- Protecting the network and devices (both schools devices and BYOD) from security threats
- Ensure the school's IT Systems and infrastructure are well documented to ensure continuity of service in the event of a Key Person loss

3. ICT Service Support

- Prioritise and provide timely and effective technical support to resolution – in accordance with negotiated service level agreements - for school hardware, software and related services
- Act as point of contact regarding all technical issues with manufactures, suppliers, ISP and external support organisations.
- Keep an accurate record of support issues, resolution and time taken – report to Principal and Orbital Education on support compared to service level agreements
- Ensure support and local management, support and training of Management Information and Learning Systems. Examples of which are, but not limited to: iSAMS, Canvas, Visitor access system and Digital Signage & Information systems

- Design and test report systems within the management information systems to enable higher efficiency and ease of use for users. Examples of which are, but not limited to: SSRS reporting and Power BI
- Proactively provide staff/ students with training to make efficient use of School ICT and provided services – training can be group or one on one
- Maintain all necessary records and documentation including, but not limited to, network maps and inventories and details of licences, service contracts, warranties and equipment checks as necessary
- Ensure user accounts and access levels are maintained in relation with HR Records
- Manage, maintain and secure the shared devices in the school – devices should all be centrally managed
- Ensure that ICT equipment and workstations meet the requirements of health and safety legislation and are maintained in a secure, clean and safe manner

4. Infrastructure Support

- Responsible for managing, controlling and optimising all technical aspects of the installation, configuration, operation, enhancement, maintenance, documentation and development of the School's ICT hardware, software and network infrastructure. Examples of which are, but not limited to: Servers, wired and mobile telephony, wired and wireless networking, routers, whiteboards, interactive screens, end user devices and printing
- Responsible for managing and migrating users into the school's cloud productivity solutions and single sign on solution. Examples of which are, but not limited to: Gsuite (main productivity solution), Azure AD (Single sign on) and Google Apps
- Manage and optimise internet links to ensure all users can access resources in a timely manner
- Have an effective preventative maintenance schedule – including cleaning - of all school owned software and hardware and inform Principal of any security or safety issues
- Provide technical assistance in specialist software and related infrastructure – Examples of which are, but not limited to: Accounting systems, library systems and music technology
- Liaise with site staff and facilities management team to coordinate any new electrical wiring, benching or physical installations.

5. Asset Management and Budgets

- Responsible for the pricing and procurement of ICT devices, software, repairs and contracts. This includes sourcing prices from suppliers and completing order forms as appropriate according to the purchasing policy.
- Responsible for Managing the Physical IT assets in the school's asset tracking system
- Establish and manage the IT budget for delivering the School Infrastructure, device replacement and IT Development plan
- Ensure cost effective management of school consumables. For example, but not limited to: Printing Supplies

6. School Support and Training

- Work within school policies and procedures. For example, but not limited to: School Data protection policy
- Training of new staff in systems and processes and how to use the school and group's technology
- Ongoing upskilling of staff and training in the use of technology and systems to ensure the efficient running of the organisation
- Enable access to school IT services using personal devices – offering basic technical assistance on connectivity to services
- Ensure the School ICT hardware and software comply with local legislations

- Assist and participate in academic and Extra-Curricular activities - including taking pictures/ videos of school events and providing audio/ visual technical support
- Attend meetings and provide regular written communications with decision makers and end users alike to offer guidance on technical issues to Staff to promote effective teaching and learning throughout the school.

7. Professional Development and Staff Management

- Performance management, review and objective setting of managed staff
- Day to day management of managed staff
- Attend school training/ meetings as appropriate
- Participate in Performance Appraisal

The post holder is expected to actively contribute towards the school and involve themselves in the life of the school at all levels. This includes, although is not limited to; attending school events both during and after the normal school day; providing general support to non-teaching and admin staff and supporting the school in the wider delivery of its objectives and goals.

Due to the changing nature of school needs and the march of technology developments the tasks of this role may be subject to change by consultation and agreement. The post holder is also expected to carry out any other duties as reasonably requested or required by the Principal to ensure the effective running of the school.

Person Specification

Skills, Knowledge, and Experience

You will be a network manager with wide ranging experience and will have a good working knowledge of a variety of technologies.

You will have an excellent track record in managing a successful IT team and whilst knowledge of the educational system is useful, a willingness to learn about this specialist field is important.

	Essential	Desirable
Educational achievements, Knowledge and experience	<ul style="list-style-type: none"> • Suitable ICT qualifications to degree level and/or previous experience in developing and maintaining an ICT network service • Awareness of management / information systems such as iSAMS 	<ul style="list-style-type: none"> • Microsoft certified professional.
Job related knowledge, aptitude and skills	<ul style="list-style-type: none"> • A competent knowledge and understanding of Microsoft/ Windows based ICT Networks (preferably within a school environment) having in depth knowledge of Windows client/server operating systems (server and desktop) and architecture. • Good technical ability and the necessary skills to solve ICT hardware and software problems • Ability to interpret and analyse data and act upon the information • Ability to analyse issues, identify solutions leading to planning strategically and working to deadlines 	<ul style="list-style-type: none"> • Purchasing experience and supplier knowledge in Spain • Previous experience of Hyper-V • Previous experience or knowledge of managed print systems – eg. Papercut • Exposure to and knowledge of various multi-media solutions including AV array, Smart TV's and classroom interactive • Knowledge and understanding to fully manage the following solutions:

	<ul style="list-style-type: none"> • Confidence in their ability to train non-technical staff • Ability to lead and manage the ICT function • Strong organisational skills to prioritize work and manage time effectively particularly under pressure • Experience of achieving best value and the ability to satisfactorily manage a Capital and Opex Budget • Demonstrable experience of leading and managing a high standard of IT helpdesk support • Knowledge and understanding to fully manage the following technical solutions: <ul style="list-style-type: none"> ○ HP Switches ○ Gsuite and Office 365 ○ a UTM style firewall solution ○ a centralised wifi solution ○ a centralised or externally hosted telephony solution ○ a centralised backup solution 	<ul style="list-style-type: none"> ○ iSAMS (or other school information management solution) ○ Canvas (or other LMS or VLE solutions) ○ Watchguard ○ iPads and iMacs (iOS and Mac OS) ○ Azure ○ Aruba ○ An MDM solution ○ Linux OSes ○ Android ○ Interactive Screens ○ Chromebooks • Implementation and Management of BYOD
<p>Personal Qualities</p>	<ul style="list-style-type: none"> • Proactive, enthusiastic, ambitious and energetic • Accurate & efficient - able to communicate with a wide range of people (eg. staff, students and suppliers) • Willing and able to tackle and quickly learn a variety of tasks within the school's ICT environment • Able to work as part of a team • Able to work well under pressure • Good written and spoken English and Spanish, with the ability to communicate clearly • Flexibility to work outside of office hours • Criminal Record Check or equivalent • Prepared to go the extra mile to enable students to do as well as possible 	<ul style="list-style-type: none"> • Desire to contribute to improvements across school. • Understanding of the English National Curriculum

Signed :

Name :

Date :