ICT and Network Manager
Ref: 199819

Required as soon as possible

Closing Date: *Midnight Sunday 22nd March*

Proposed dates:
Shortlisting: Tuesday 24th March
Interview: Friday 27th March

Completed application form to be emailed to:
applications@balshaws.org.uk

(Please ensure you quote the vacancy applied for in the subject line.)

Balshaw's Church of England High School, Church Road, Leyland, Lancashire, PR25 3AH
Tel: 01772 421009, Email: enquiries@balshaws.org.uk
Website: www.balshaws.org.uk, Twitter: @Balshawscehigh

Ofsted
Good
Provider

DIOCESE
BLACKBURN

Excellent School

ICT and Network Manager
37 hours per week
Grade 8 SCP 25-30 (£36,363 - £40,777)

Required as soon as possible

More about the Role

Balshaw's Church of England High School has been strategically led and managed with foresight, proactive planning and vision by our outstanding ICT and Resources Operations Manager for the past 9 years. Balshaw's is proud of its technology, robust systems and ICT management. The successful candidate will be taking over a brilliantly run network and IT system and supported in this by another highly experienced IT and Network Support Technician.

This role is a key role in the school as without a robust, future-proofed network infrastructure the risk to teaching and learning and the ability of the school to run is placed at risk.

The role involves close working with our site management team with whom there is an excellent working relationship. There is direct liaison with the students and staff throughout the school day as well as communication with parents. Therefore, interpersonal skills are a vital requirement for any successful candidate.

This role goes well beyond network management. You will have responsibility for:

- CCTV throughout the school (along with alarm and fire monitoring systems)
- Radio communications
- Sound and lighting systems
- Safeguarding monitoring software
- Support with the use of ICT to develop teaching and learning
- Laptop scheme implementation (all students at Balshaw's have a laptop)
- Troubleshooting and support at all levels
- Oversight of network security and cybersecurity
- Wifi
- Cloud based and on-prem services
- Licences and ICT contracts
    (some specifics of the systems that we use can be found on the next page…)

You will be line managed by the School Business Manager who will work especially closely with you on SLAs and strategic planning.

All staff and students at Balshaw's have laptop computers. Students are part of a laptop scheme that is run by a third party but overseen in school by the ICT and Network Manager who does the day-to-day liaison with this SLA provider.

The closing date is: **Midnight Sunday 22nd March.**

Technical Context:

Below are some technical details about the network to help you to understand the infrastructure, software and hardware you will be working with:

Hybrid domain environment with AD and M365 Autopilot/Intune MDM
Fortinet Fortigate firewalls
Mixture of Zyxel/HP network switches
VMWare VSphere ESXi hypervisor
Ubiquiti Unifi Wifi 6 wireless infrastructure
SIMS MIS
NetSupport DNA and Classroom.cloud monitoring software
Lightspeed Filtering
Paxton Net2 door access
Milestone XProtect CCTV
PaperCut MF printing

About the school:

Balshaw's enjoys the privilege of being one of the most successful schools in the county and the most over-subscribed school in South Ribble. We believe that this is deservedly so.

As a school rooted firmly in the Christian ethos, each student in our care matters deeply to us. However, as an authority controlled school we do not operate any entry criteria and the school is available to students of all abilities, interests and aptitudes. Nevertheless, in following the school motto: (*non sibi sed aliis*) 'not for self, but for others' we aim to create students whose actions reflect the love of Christ as we develop them into full and well-rounded young adults ready to make valuable contributions to our society.

Balshaw's has a proud history of academic excellence for students dating back to 1782. The school adds significant value to its students from their starting points in Year 7 to the time when they leave in Year 11. Many will go on to study at Runshaw College, which was originally the Sixth Form of Balshaw's, and others will take up apprenticeships or employment.

Equally important to us is the richness of opportunity available to students at Balshaw's. Set in 21 acres of beautiful land, Balshaw's staff provide extra-curricular opportunities that other schools could only hope for. The huge range of clubs and activities have taken many of our students on to careers in sport and media with a number of well-known alumni.

Those who come to teach and work at Balshaw's will have fantastic opportunities to progress their careers and gain a wealth of experience. That said, Balshaw's also enjoys an incredibly stable workforce and when you hear the phrase 'Once a Balshavian, always a Balshavian' you will realise it to be a truth. The school is only on its 14th headteacher in its 244-year history!

Balshaw's is more than a school – it is a family. This post offers you the opportunity to become part of the Balshaw's family where you will be able to make a difference to the lives of the young people who are our future.

Staff Benefits

All staff at Balshaw's are supported by ongoing professional development where required as learning never stops. There is an active staff wellbeing group who organise a range of activities from darts tournaments and go-karting to yoga and mindfulness sessions.

The school has a well-equipped fitness suite that staff are able to use before and after school and all staff have access to a 365 days per year, 24 hour a day Employee Assistance Programme to support with *any* aspect of life from elder care to maternity leave; divorce to moving house.

This role has 26 days annual leave per year rising to 32 days after 5 years' service and these can be flexible around the demands of the role and not fixed to term times.

JOB DESCRIPTION

Post title: ICT and Network Manager			
Directorate: CYP		**Location:**	Schools
Establishment or team:	Balshaw's CE High School	**Post number:**	
Grade:	Grade 8	**Staff responsibility:**		**Essential Car user:**	

Purpose of the role (job statement)

To lead, manage and develop the school's ICT and related operational systems so that they are secure, reliable, compliant and fit for purpose, supporting high-quality teaching and learning and the effective day-to-day running of the school.

The postholder will provide both **strategic leadership** and **hands-on operational management** of the school's ICT infrastructure, end-user support, cyber security, systems integration and associated technical resources (including CCTV, communications systems and AV/sound/lighting systems), while ensuring excellent service to staff, students and parents.

Accountabilities/Responsibilities – appropriate for this post:

Key duties:

1) **Strategic ICT Leadership and Development**
- Develop, implement and regularly review the school's ICT strategy and operational plans in line with school improvement priorities.
- Advise senior leaders and the School Business Manager on ICT developments, risks, investment priorities and future-proofing.
- Contribute to long-term planning for infrastructure, systems, devices, software and service delivery.
- Ensure ICT services support teaching, learning, assessment, administration, communication and safeguarding.

2) **Network, Infrastructure and Systems Management**
- Manage the school's ICT infrastructure, including wired/wireless networks, internet connectivity, servers, cloud services, user devices and associated hardware/software.
- Ensure high availability, resilience and performance of systems across the school.
- Oversee installation, configuration, maintenance, patching, upgrades and replacement cycles for ICT systems and devices.
- Maintain accurate system documentation, network diagrams, inventories and support records.
- Manage user accounts, permissions and access controls in line with role-based access and security requirements.

3) **Cyber Security, Data Protection and Business Continuity**
- Lead on ICT security controls and operational cyber security arrangements, including endpoint protection, filtering, patching, backups, password/access management and incident response.
- Ensure secure operation of safeguarding-related monitoring/filtering systems and support compliance with school safeguarding procedures.
- Support the school's compliance with data protection requirements (including secure handling, storage, transfer and disposal of data and devices).
- Maintain and test backup, recovery and business continuity/disaster recovery arrangements for core ICT systems.
- Escalate significant risks/incidents promptly to senior leaders and relevant external support providers.

4) **Technical Support and Service Management**
- Lead and manage ICT support provision for staff and students, ensuring a responsive, professional and solutions-focused service.

- Prioritise and allocate support requests, monitor service standards and maintain an effective helpdesk/support logging process.
- Troubleshoot and resolve complex ICT issues directly where required.
- Provide technical guidance and training/support to staff to improve confidence and effective use of ICT systems.
- Support onboarding/offboarding of staff and students in relation to ICT access, devices and systems.

5) **Devices, Laptop Scheme and End-User Technology**
- Oversee the school's 1:1/laptop provision arrangements for staff and students, including liaison with third-party providers under service agreements.
- Manage day-to-day operational issues relating to device deployment, repairs, replacements, warranties and user communication.
- Ensure device configuration and usage supports safeguarding, security and teaching/learning requirements.

6) **Specialist School Systems and Resources**
- Manage and support technical resources beyond core network infrastructure, including:
  - CCTV systems
  - Radio communications
  - Sound and lighting systems / AV equipment
  - Safeguarding monitoring/filtering software
  - Other school operational or curriculum-related technical systems as required
- Liaise with site, pastoral and safeguarding teams to ensure systems are effective, compliant and operationally reliable.

7) **Procurement, Contracts and Asset Management**
- Lead or support procurement of ICT hardware, software and services in line with school financial procedures and best value principles.
- Manage ICT licences, subscriptions, renewals, warranties and service contracts/SLAs.
- Monitor contractor performance and maintain effective relationships with external suppliers and support partners.
- Maintain an accurate ICT asset register and support lifecycle planning and budgeting.

8) **Team Leadership and Collaboration**
- Line manage ICT support staff/technicians, including workload allocation, supervision, development and performance management.
- Build strong working relationships across the school, including with teaching staff, pastoral leaders, site team, safeguarding leads and admin teams.
- Communicate clearly and professionally with staff, students, parents/carers and external providers.
- Contribute to a positive, service-oriented culture and continuous improvement of ICT provision.

9) **Compliance, Safeguarding and Health & Safety**
- Ensure all ICT systems and practices support the school's safeguarding obligations and policies.
- Work in line with school and Lancashire County Council policies/procedures, including health and safety, equality, data protection and acceptable use.
- Ensure safe working practices in relation to equipment, electrical items, cabling and technical spaces.
- Undertake any training required for the role (including safeguarding and first aid where applicable).

General Duties (all staff)
- To carry out duties with full regard to the school's Christian ethos and values.
- To safeguard and promote the welfare of children and young people.
- To promote equality, diversity and inclusion in all aspects of the role.
- To maintain confidentiality and professional standards at all times.
- To undertake other duties commensurate with the grade and nature of the post as reasonably required by the Headteacher/School Business Manager.

PERSON SPECIFICATION:

Job title: ICT and Network Manager	Grade: 8 SCP 25-30
Directorate: Children and Young People	Post number:
Establishment or team: Balshaw's Church of England High School	

Requirements (based on the job description)	Essential (E) or desirable (D)	To be identified by: application form (AF), interview (I), letter (L), references (R)
Qualifications / Training:		
• GCSE (or equivalent) in English and Maths at Grade C/4 or above	E	AF
• Relevant post-16 qualification in ICT / Computing / Network Administration (or equivalent experience at a comparable level)	E	AF, I, L
• Evidence of continuing professional development in ICT / cyber security / systems management.	E	AF, L, I
• Relevant technical/vendor qualifications (e.g. Microsoft, Google, networking, cyber security)	E	AF, L, I
• First aid qualification (or willingness to undertake training)	E	AF, L
Experience		
• Substantial experience of ICT support and systems/infrastructure management in a complex organisation	E	AF, L
• Experience of managing and/or supervising ICT support staff or coordinating technical workloads Previous ICT experience at a relevant level i.e. understanding the running and management of a network system in theory if not technically)	E	AF, I, L
• Experience of diagnosing and resolving a wide range of technical issues across hardware, software and networks	E	AF, I, L
• Experience of managing user accounts, permissions and system access securely	E	AF, I, L
• Experience of managing ICT assets, licences, contracts and/or suppliers	E	AF, L
• Experience of cyber security good practice (e.g. patching, endpoint protection, backups, filtering, access control, incident response)	E	AF, I, L
• Experience of supporting end users with varying levels of ICT confidence (including training/guidance)	E	AF,I L, R
• Experience in a school/education setting	D	AF, L, R
• Experience with school MIS / safeguarding / filtering / monitoring systems	D	AF, L, R
• Experience of supporting AV, sound/lighting, CCTV or communications systems	D	AF, L, I
Knowledge, skills and abilities		
• Strong technical knowledge of ICT infrastructure, networks, devices and cloud/local services	E	I, L

• Ability to plan, prioritise and manage multiple competing demands effectively	E	I, L
• Ability to lead operational ICT service delivery and maintain reliable systems under pressure	E	I, L, R
• Ability to analyse problems, identify root causes and implement practical solutions	E	I, L
• Ability to communicate clearly and professionally with staff, students, parents and external providers	E	I, L, R
• Ability to explain technical issues in non-technical language	E	L
• Understanding of data protection, confidentiality and secure information handling	E	L, I
• Understanding of safeguarding implications of ICT systems (filtering, monitoring, online safety)	E	AF, L, R, I
• Ability to produce and maintain accurate documentation, records and inventories	E	I, R
• Ability to work both independently and collaboratively across teams	E	R, I
• Good numeracy/literacy and ability to prepare reports, quotations or technical summaries	E	AF, L, R, I
• Knowledge of procurement processes / value for money principles	D	AF, L, R
Personal Qualities and Professional Behaviours		
• High level of integrity, confidentiality and discretion	E	I, R
• Calm, resilient and solution-focused approach	E	I, R
• Strong interpersonal skills and customer-service mindset	E	I, R
• Flexible and adaptable approach to meet school operational needs	E	I, R
• Ability to build positive working relationships across departments	E	I, R
• Commitment to continuous improvement and professional learning	E	AF, I
• Sympathy with and support for the Christian ethos and values of the school	E	L, I
• Sense of humour and pragmatic/common-sense approach	E	I
Other (including special requirements)		
• Commitment to safeguarding and protecting the welfare of children and young people	E	I
• Commitment to equality, diversity and inclusion	E	I
• Commitment to health and safety	E	I
• Commitment to maintaining good attendance and punctuality	E	I
• Willingness to work flexibly on occasion to support operational needs (e.g. planned upgrades / urgent issues / events)	E	I

SUMMARY

It is said at Balshaw's that "Once a Balshavian, always a Balshavian." This is very true – a number of staff are previously students of the school and there is a very small turnover of staff either through retirement or promotion. We hope that when you visit our school you will get a strong sense of the Christian family values that underpin what we do.

> ## Lighting the path to excellence through Christian vision and values.
> Gospel values of love, forgiveness, friendship, kindness, truth, patience, respect and humility are the foundation for decisions made in the Balshaw's family. Our aim: to develop students whatever their faith or world view, who reflect Christ's love within the our community and wider society.

OFSTED (2023)
- Students are proud to attend their school.
- Leaders are ambitious for all pupils, including those with special educational needs.
- Teachers have high standards for students' academic achievement and their behaviour.
- The atmosphere around school is calm and respectful.
- Pupils benefit from the opportunities for their wider development.
- Pupils behave well around the school and in lessons.
- Safeguarding is effective.

SIAMS (2019)
- 'Religious Education is both inspirational and challenging.'
- 'Strongly held values infuse the school community.'
- 'Collective worship is exemplary.'
- 'The senior leadership team provide inspirational and caring leadership.'
- 'The quality and range of their [pupils'] theological thinking is impressive.

Safeguarding Commitment
Please note that the school is committed to safeguarding and promoting the welfare of young people and expects all staff and volunteers to share this commitment. This post is subject to an enhanced DBS disclosure.

Equal opportunities
We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

Health and safety
All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

Diversity and Equality
As a school we are passionate about diversity and recognise that as individuals we all bring something unique to the role regardless of age, gender, race, beliefs or disabilities which is why we treat all of our people equally, without compromise.

APPLICATION

All applications should be on the Lancashire County Council application form and can be obtained from the school website www.balshaws.org.uk. **Completed forms should also be accompanied by a letter of application which should be no more than two sides of A4.** In the letter you should indicate the reasons for your interest in the post, together with a brief outline of how your previous training and/or experience has prepared you for this position.

Applications should be marked for the attention of Mr S Haycocks, Headteacher and emailed to applications@balshaws.org.uk **by midnight on Sunday 22nd March. Please ensure you quote the vacancy applied for in the subject line**. Applications sent to other email addresses will not be accepted.

Due to limited resources it is not our policy to write to the unsuccessful candidates so please assume your application has been unsuccessful if you do not hear from us -within two weeks of the closing date.

Thank you for your interest.