



Holy Family Catholic High School & Sixth Form Centre



**Recruitment Pack
IT Network Manager**

Holy Family Catholic High School

Holy Family is a friendly, successful and heavily over-subscribed school. We are an ambitious, high achieving, 11-18 mixed Voluntary Aided School, where young people feel safe and happy. We aim to create a supportive, caring but challenging environment for our young people, giving them the self-confidence and belief to realise their ambitions. We are aspirational for them all and strive to meet the needs of every child, irrespective of ability, to ensure they maximise their potential both in and out of the classroom.

The school is well known for its high academic standards and the warmth of its working relationships. We are committed to providing the best possible education for all our students. Our results at Key Stage 4 and Key Stage 5 are consistently above the national averages and well above local averages. None of these things would have been possible without having a team of staff who have a tremendous sense of vocation and are fully committed to our 'can do' culture and inclusive ethos. You will find considerable support and commitment from all of us. We value new ideas, creativity, risk taking and imagination but always in the context of being able to work effectively with each other.

We were recently inspected in October 2024 and the Ofsted report is extremely positive and is a testament to the hard work and dedication of our staff, governors, pupils, families, and the entire school community. The report highlights some of the many strengths of our school, including the following:

- Our school is recognised as a supportive and caring community where pupils feel safe and happy.
- Pupils and students are courteous and respectful, and staff foster strong relationships with them.
- The school places a strong focus on supporting pupils' emotional health and well-being.
- The school has high expectations of pupils' achievement, and typically, pupils, including those with special educational needs and/or disabilities (SEND), achieve well.
- The school has high aspirations for all pupils and follow an ambitious curriculum.
- All pupils are well prepared for the next stage in their education.
- The school is a calm and positive learning environment and they have established clear routines which pupils understand and follow consistently.
- Pupils behave extremely well and they have a genuine desire to learn.
- Pupils benefit from a vast array of activities, such as the Duke of Edinburgh's Award scheme, sports, visits to museums and theatres and overseas trips. They enjoy participating in a range of clubs, including sport, music, art and dance.
- Pupils take pleasure in taking on responsibilities, such as being school ambassadors and supporting local food banks, hospitals and primary schools.

We are committed to safeguarding and promoting the welfare of our children and staff and expect all staff and volunteers to share this commitment. The successful candidate will be bound by the school's safeguarding processes and will need to undertake safeguarding training as necessary. All candidates will be expected to provide two professional references at application stage. Appointment will be subject to safer recruitment procedures, including but not limited to an enhanced Disclosure and Barring Check, satisfactory references, medical clearances, evidence of essential qualifications relevant to the post and proof of the right to work in the UK and to undertake the job offered in accordance with the Asylum and Immigration Act 1996. We are an equal opportunities employer.

Please note that in line with Keeping Children Safe in Education, an online search may be carried out as part of our due diligence on shortlisted candidate.

IT Network Manager

Job Description

Responsible to: Business Manager

Grade I (Pt 31 – Pt 35) – Term Time Negotiable

Salary £40,476 - £44,711

Job Purpose:

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

The Network Manager will project manage the strategic planning of IT to meet current and future initiatives and developments, and will ensure that a high-quality IT provision is available at all times

Main Responsibilities:

Line Manager to IT Support Team

- Responsible for managing and controlling all technical aspects of the installation, configuration, operation, maintenance, and development of the School's IT hardware, software and network infrastructure including:
 - Servers
 - Wired and wireless network devices
 - Network security
 - System performance
 - Network infrastructure (DHCP, DNS, Switch Management)
 - Management Information Systems - SIMS/FMS
 - Workstations and mobile devices
 - Software, local and cloud-based
 - Ethernet cabling
 - Printers
 - Interactive Whiteboards and projectors
 - Email system or M365 Management
 - School Virtual Learning Environment
 - Website administration
 - CCTV
 - Telephony

To work closely with SLT to promote and advance the level of IT throughout the school by creating an IT Training Policy to consider the provision of training sessions in the use of both hardware and software, for staff (both formal and ad-hoc); to provide some classroom support for students by the creation of (or assisting in the creation of) training materials as appropriate; and by the provision of technical support in the use of IT in the classroom to meet curriculum priorities and administration needs,

Responsible for the creation, configuration, administration and management of network systems (user accounts, ID's, passwords, menu systems, etc) to meet school needs,

Review and backup system to ensure against loss of data through error, abuse, malfunction or disaster

Ensure the efficient running of all servers, computers and peripherals

Resolve IT problems reported by staff, referring to external support organisations where necessary and keeping staff informed of progress with solutions through the Helpdesk

Act as point of contact regarding all technical issues with manufactures, suppliers, ISP and external support organisations

Responsible for pricing and procurement of IT devices, software, repairs and contracts, including sourcing best pricing from suppliers and completing order forms as appropriate

Ensure that IT 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

Attend meetings and offer guidance on technical issues to staff

Support the administration team in the upkeep of Management Information Systems, offering guidance and assisting with data management.

Keep operating systems up to date to ensure all school IT systems are secure from unauthorised access.

Main Duties:

Desktop and Application support

- Perform a wide range of hardware repairs and upgrades
- Detect, diagnose and resolve most PC, printer and peripheral device faults
- Follow instructions to install and upgrade client and server applications.
- Identify and install essential software patches
- Identify application compatibility issues.

Server and Network Support

- Manage active network components including switches, wireless access points and controllers, routers and bridges.
- Install software on server, troubleshooting installation
- Maintain hardware and software on servers.
- Set disc space and printer quotas

- Create and manage access rights for network shares
- Monitor system logs
- Manage remote access to the school's network

Health & Safety

- Assist in maintaining the highest standards of H&S throughout the School site, especially with regards to Fire Safety and Safeguarding.
- To plan for and implement (as necessary) appropriate Emergency and Business Continuity Plans
- To lead on the production of risk assessments for areas of responsibility
- Advise other staff of health and safety aspects of proposed developments
- Arrange for the collection and/ secure disposal of old equipment

Configuration and Installation

- Assist in creating and implementing a structured approach to rolling out new hardware or software, including procurement, testing and assessing the needs for user training.
- Manage collection of, appropriate access to, and storage of relevant data.
- Plan and implement installation of PC's, printers, interactive whiteboards, projectors and other network and IT devices.
- Create, test and install new windows 11 image

Continuity, Maintenance & Security

- Develop a maintenance schedule
- Maintain an up to date inventory of hardware and of software licences
- Identify failing systems and suggest solutions.
- Responsible for continuing development of backup/anti-virus policies
- Ensure school policy on staff and pupil access to data and files is implemented.

Support Request Management

- Interpret detailed diagnostic information.
- Prioritise resolution and determine whether external support is required
- Monitor and Manage server logs and use them to inform developments/support
- Produce reports from the support log to provide basic management information on the volume and nature of requests

Strategy & Planning

- Have an overall view of the capabilities of the school's IT service and in conjunction with the School Business Manager contribute to continuous improvements to meet future needs
- Plan with the School Business Manager for major developments of the IT service and manage their implementation,
- Develop clear policies on a range of IT

People Management

- Line management of IT technicians including their induction and training.
- Supervisory responsibilities for apprentices.

General:

- Effectively communicate (verbally and in writing) technical information at an appropriate level, and in a suitable style, having assessed the audience.
- To ensure compliance and actively promote Health & Safety at Work legislation.
- Document current Policies and Practice,
- To take responsibility for continuing personal and professional development and to keep abreast of all relevant legislation in order to facilitate all aspects of the post.
- Fluency in English
- To take a proactive approach toward the school's 'Best Value' ethos and ensure compliance with appropriate legislation and school policies.

The above 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 the School Business Manager/Headteacher within the grading level of the post and the competence of the post holder.

All staff are responsible for the implementation of the Health & Safety Policy as far as it affects them, colleagues and others who may be affected by their work. The postholder is also expected to monitor the effectiveness of the health and safety arrangements and systems to ensure appropriate improvements are made where necessary.

The School has an approved equality policy in employment and copies are freely available to all employees. The post holder will be expected to comply, observe and promote the equality policies of the School.

The post-holder will be expected to observe and promote the School's commitment to ensuring that it does all that is reasonably possible to minimise the potential for crime, disorder, anti-social behaviour, substance misuse and crime that adversely effects the environment.

We are committed to safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to share this commitment.

Note: Where the postholder is disabled, every effort will be made to support all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job

Person Specification

Post: IT Network Manager

Grade: I

Personal Attributes Required (considerations)	Essential (E) or Desirable (D)	Method of Assessment
<p><u>QUALIFICATIONS/TRAINING</u> Level 2 qualification in Numeracy/Maths and Literacy/English or equivalent qualification.</p> <p>Relevant Level 4 qualification or equivalent experience.</p> <p>Specific training and experience in specialist area</p>	<p>E</p> <p>E</p> <p>E</p>	<p>AF</p> <p>AF</p> <p>AF</p>
<p><u>EXPERIENCE/KNOWLEDGE</u> Several years experience working in relevant discipline in a learning environment.</p> <p>Full working knowledge of relevant policies/codes of practice and awareness of relevant legislation.</p> <p>Knowledge and experience of working to DFE Guidelines.</p> <p>Working knowledge of national curriculum in specialist area, according to particulars of post.</p> <p>Understanding of statutory frameworks relating to teaching, according to particulars of post.</p> <p>Ability to relate well to children and adults.</p> <p>Ability to organise, lead and motivate a team.</p> <p>Basic awareness of inclusion, especially within a school setting.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>AF</p> <p>AF</p> <p>AF</p> <p>AF</p> <p>AF</p> <p>AF</p> <p>AF</p> <p>AF</p>
<p><u>SKILLS/KNOWLEDGE/APTITUDES</u></p> <p>Communication & Influence Selects the appropriate content and delivery style to communicate ideas, plans and decisions. Ensures communication delivers the right sense of urgency and importance. Speaks and writes in a way that results in an effective action. Asks questions to check understanding of the message and understands the importance and benefit of two-way communication.</p>	<p>E</p>	<p>AF</p>

<p>Team working Builds trust and respect with individuals throughout the school, developing collaborative and consultative working relationships across schools. Communicates openly and interactively, listening carefully to others and valuing their opinion. Openly shares information and own expertise with others to enable them to achieve their goals.</p> <p>Organisational awareness Keeps up to date with educational developments, analysing and interpreting how they impact on own area of responsibility. Uses this external awareness to see new and different possibilities, thinking laterally to develop creative and innovative ideas and practical solutions to meet the needs of the school. Regularly networks inside and outside the school to exchange ideas and information.</p> <p>Adaptability Contributes personally to the change process. Helps others to understand the need and reasons for the change. Effectively implements new ideas and methods to adapt working practices. Helps plan, develop, set up and monitor systems and processes to effect change. Challenges existing practices and conventional thinking.</p>	<p>E</p> <p>E</p> <p>E</p>	<p>AF</p> <p>AF</p> <p>AF</p>
<p>Use of technology Is able to use and understands the purpose of information communication technology (IT) and is able to develop the use of technology within own workplace by utilising a variety of standard software available. Is able to manipulate data and extract information, which is then presented in an appropriate format. Has the ability to share skills and knowledge within the workplace and provides advice and guidance to others.</p>	<p>E</p>	<p>AF</p>
<p>Professional Values and Practice Demonstrates high expectations for all pupils.</p> <p>Ability to build and maintain successful relationships with people, treat them consistently, with respect and consideration.</p> <p>Ability to work collaboratively with colleagues and carry out the role efficiently, knowing when to seek help and advice.</p> <p>Ability to improve own practice through observations, evaluation and discussion with colleagues.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>AF</p> <p>AF</p> <p>AF</p> <p>AF</p>
<p><u>SPECIAL REQUIREMENTS</u></p> <p>Requirement to complete Support Staff Induction Programme. Requirement to complete Appointed Persons First Aid at Work training.</p>	<p>E</p> <p>E</p>	<p>AF</p> <p>AF</p>

AF = Application Form,
I = Interview



Holy Family Catholic High School
Virgins Lane
Thornton
L23 4UL



www.holyfamilyhighschool.co.uk



Tel: 0151 924 6451



@HFCHSThornton



Email: admin.holyfamilyhigh@schools.sefton.gov.uk



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Be the best you can be!