

Eastern Learning Alliance Job Description

Post Title	Network Manager
Reporting to:	Network Architect and Director of IT Systems
Responsible for:	IT Technicians
Salary:	PO2A Point 32
Working time:	Full time, 37 hours per week
Location:	The normal place of work will be based at Chesterton Community College but you may be required to work at other sites within the Trust
Disclosure Level:	Enhanced DBS
Primary Purpose of the Role	
Working with the Trust Network Architect and Director of IT Systems, the post holder will be responsible for the management, installation, maintenance, availability and security of network, hardware and software systems for the schools who form the Eastern Learning Alliance. The post holder will be based at Chesterton Community College and will oversee the local team and school network, and other central services working alongside the Network Architect. The role includes supporting the Trust's programme to improve cyber resilience and system hardening. This includes: • Assisting with secure access protocols and credential hygiene. • Supporting the rollout of multi-factor authentication (MFA) and account lockout protection. • Contributing to backup and recovery procedures, including termly testing and adherence to best practice. • Helping to implement and maintain cybersecurity-related policies and documentation. • Participating in the development of secure device configurations and patch management routines. • Supporting monitoring and review of privileged access and user permissions. • Contributing to the implementation and operation of broader cyber monitoring systems, including log review, alerting, and vulnerability scanning, to help detect and respond to potential threats. The post holder will also support the deployment of modern platforms as the Trust transitions from an on-premise to cloud environment.	
Main Responsibilities	

1. Operational / Strategic Planning

- Work with the Trust Network Architect and Director of IT Systems to advise on future IT developments and purchases and provide input on future strategy with emphasis on looking at identifying opportunities for improvement in the delivery of IT services.
- Work with the Trust Network Architect and Director of IT Systems in the development and operation of efficient business and management systems using ICT.
- Assist in the implementation, management and development of modern cloud platforms.
- Assist in the development, implementation and monitoring of the College's practices for data protection, internet use, e-mail, security and IT resource management.

2. Operational Implementation

- Jointly manage the Trust's network infrastructure, servers and work stations and ensure that staff and students have appropriate access to IT facilities and services in line with College strategy.
- Ensure system documentation is up to date and compliant with College IT strategy.
- Manage non-strategic purchasing and projects and ensure contractors work quality/standards and deadlines are met and within budget.
- Ensure that the network is operational during access hours and appropriate back-up safety and security protocols are implemented.
- Provide support, guidance and training to students and staff in the use of IT and assist in the management of the "helpdesk" facilities.
- Jointly manage the IT maintenance and IT printing budgets and ensure adequate supplies of stock, e.g. toner stock
- Responsible for management of regular maintenance programmes and resolving failures in hardware and software and ensuring appropriate "housekeeping" tasks are implemented.
- Comply, assist and develop policies and procedures relating to child protection, health, safety, welfare, security, confidentiality and data protection, reporting any concerns as appropriate.

3. Staffing/Supervisory Responsibility

- Assist with the management of the IT Technician (s) / IT Apprentices

4. Quality Assurance

- Produce audits and reports on IT use and cost and demonstrate best value in provision of products and services.
- Ensure that where complaints are received, they are acknowledged within 24 hours and solutions put in place to resolve the issue as soon as possible.

5. Communications & Liaison

- To establish and control effective communication with all Senior Management, Faculties, staff, students and stakeholders as necessary.
- Attend curriculum and management meetings as directed or necessary to ensure a full understanding of Trust/College requirements.

Other Responsibilities

- Play a full part in the life of the Trust to support its distinctive vision and ethos and to encourage staff and students to follow this example
- Promote actively and comply with the Trust's and Academy policies and procedures
- Ensure all concerns are reported to an appropriate person
- Participate in the Trust's appraisal scheme

Safeguarding

- Be aware of safeguarding and promoting the welfare of children and vulnerable adults and to report any concerns in accordance with the Trust's Safeguarding/Child Protection policies
- Undertake regular safeguarding/child protection/adult protection training as required by the Trust
- Report any concerns in accordance with the Trust's safeguarding/Child protection policies

Whilst every effort has been made to list the main duties and responsibilities of the post, each individual task undertaken may not be identified.