

## Network Manager

### The Post

This post plays a crucial role in the provision of IT infrastructure at the school. Responsible for maintaining and developing the College network to ensure maximum uptime and efficiency, whilst also adapting and responding to the changing needs of the business. The successful candidate must have excellent network management skills with substantial experience in an educational setting. Also responsible for line management of the helpdesk support team, we are looking for an inspirational manager who can provide effective support and coordination of the helpdesk day-to-day activities.

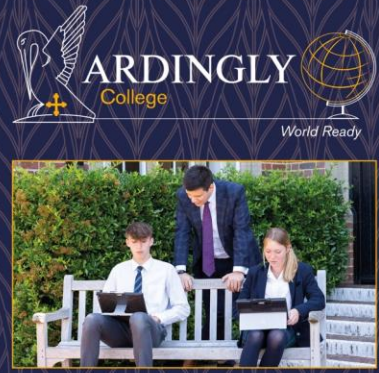
### Duties and Responsibilities

#### ICT Support

- Ensure a consistent ICT support service is delivered across the College.
- Advanced troubleshooting, ensuring a consistent service level, identifying potential network issues.
- Advanced maintenance of specialist equipment, specialist repairs/modifications upgrades, software/hardware enhancements within own capabilities. Arrange for other repairs/modifications to be carried out by others.
- Prioritise staff workloads, mentor, advice and train junior staff on appropriate working practices & procedures.
- Advise senior staff on areas of potential ICT growth/problems. Demonstrate and highlight issues arising from the safe and effective use of specialist equipment/materials.
- Monitor stock levels within an agreed budget, cataloguing resources and undertaking audits as required. Advise on future purchasing requirements.
- Be aware of and comply with policies and procedures relating to child protection, health, safety and security and confidentiality, reporting all concerns to an appropriate person.
- To be aware of the College's responsibilities regarding Data Protection for the security, accuracy and relevance of personal data held on such systems and ensure that all administrative and financial processes comply with this.
- Analyse the support logs to produce detailed management reports and help plan future support service developments.
- Provide second level support for more complex requests.
- Set support priorities given staff availability and wider ICT service demands.







## Technical Expertise

- Perform advanced diagnostic procedures on hardware, peripherals and applications.
- Design and implement network infrastructure to meet the College's requirements.
- 2<sup>nd</sup> Line Management of active network components including switches, routers and firewall.
- Maintain Internet filtering systems.
- Manage remote access to the school's MIS and finance systems.

## Helpdesk Management

- Manage the day-to-day activity of the helpdesk, including monitoring response and completion times, ensuring an excellent level of service for our user base.
- Direct and manage the activities of the technical team ensuring they are correctly prioritising issues and reports of faults to ensure down time is minimised for users.
- Make use of management information and data to effectively manage workloads for technicians and ensure the correct resources are deployed to address faults and problems.

## Processes

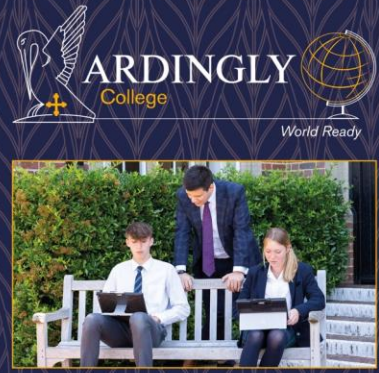
- Design and implement procedures on receiving and testing ICT equipment.
- Design and implement procedures on asset disposal.
- Maintain and regularly review whole-school system contingency plans including Business Continuity and Disaster Recovery.
- Design and implement the school's backup and virus protection policies.
- Implement appropriate security systems to protect hardware, data and confidential information.
- Report on and monitor progress against agreed service levels.
- Have an overall view of the capabilities of the school's ICT service and contribute to continuous improvement to meet future needs.
- Assist in planning for major developments of ICT services.

## Checks

- To do regular checks, which include – but are not limited to the following:
  - Disk space checks
  - Backup checks
  - Event log checks







- Cluster Shared Volume/Shared Storage for Hypervisors
- SNMP Traps

## The College

Ardingly College is a successful and modern co-educational school in a beautiful and traditional school setting in West Sussex.

The Prep School has over 200 pupils from Reception to Year 6, as well as a Nursery. Reception and KS1 are based in the Farmhouse, and Years 3-6 in the main school building, School House. The Prep School lives and breathes the values of *Shaping My World*, through which primary aged children learn to explore the world around them in ways that are adventurous, curious, generous, and ingenious.

The Senior School has over 800 students from 11-18, 300 of whom are boarders. The school puts the values of *Collaboration, Compassion, Engagement and Resilience* at the heart of its education, and strives to help its students to become ready for the next stage of their lives beyond school, in a programme known as *World Ready*. Students are drawn from the South-East and London as well abroad, and a modest but growing endowment supports a bursary programme for talented students with limited financial means. In recent years, the College has educated half a dozen Ukrainian and Afghan refugee children free of charge.

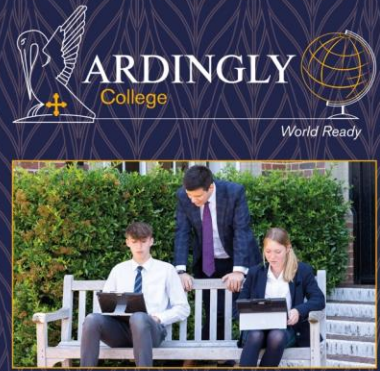
The wellbeing and welfare of our students is paramount, with a strong emphasis on pastoral support provided through house staff, the Health & Wellbeing Centre, the Chaplain, DSL and Mental Health Lead. In the most recent ISI inspection of educational quality in 2018 the College was judged excellent for both student achievement and personal development and in 2021 the College passed all elements of the Regulatory Compliance Inspection.

The curriculum is designed to be broad and stimulating, with over 25 subjects offered and a choice of A Level, IB Diploma or BTEC courses in the Sixth Form. Academic results are high and have been on an upward trajectory since 2015. Results in 2023 surpassed those achieved by the pre-pandemic 2019 cohort, with 90% of Sixth Form candidates achieving grades between A\*-B at A Level, or 7-5 in the IB Diploma. At GCSE, two thirds achieved between grades 9-7, with 48% scoring all 9s and 8s. All except a small handful of leavers progress to one of their top choices of university, with between 5 to 8 each year to Oxbridge.

The College offers an outstanding range of co-curricular activities based on inclusive participation as well as excellence. In sports, students compete successfully at local, regional, and national levels in the main sports of football, hockey, swimming, netball, cricket, and athletics. Music, Art, Drama and Dance are equally thriving, with exciting programme of concerts, performances and exhibitions. In this, as in all







ways the school aims to live up to one of its mantras that nobody can excel in everything but everyone can excel in something.

Local and global partnerships are integral to the College's mission. Every week, hundreds of Ardingly pupils participate in an active voluntary service programme with the local community and primary schools, and the College sustains a STEM partnership with Ifield Community College which was awarded the TES STEM project of the year in 2020. Internationally, the College opened its first overseas school in China in 2020 and is currently planning towards further schools in Kazakhstan and other geographies.

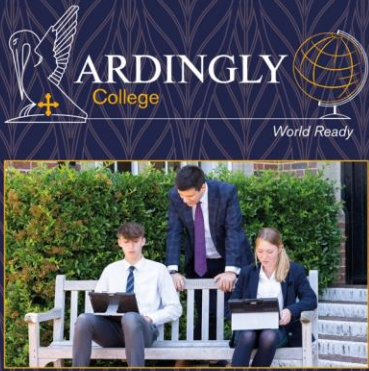
Campus facilities are excellent, with considerable recent investment in the College campus bringing it up to the highest school standards. Recent additions include a new STEM faculty and upgrades to classrooms, as well as major refurbishments of boarding and day houses. A new café and dance studio were opened in 2021 and new Lower School and a third day boys house in 2022.

## Person Specification

	Essential	Desirable
<b>Experience</b>	<p>Experience in a similar role in the education sector.</p> <p>Experience with virtualisation. Experience line managing a technical team.</p> <p>Experience installing and maintaining wifi networks.</p> <p>Experience administering Office 365.</p> <p>Experience configuring, maintaining and installing LAN equipment including internet filters, firewalls, switches, hubs and routers.</p>	<p>Experience working in an independent school.</p> <p>Experience with VMWARE or Hyper—V.</p> <p>Experience with Rukus wifi APs</p>
<b>Qualifications</b>	Degree in a relevant subject e.g. Computer Science	MCSA, MCSE, any other recognised enterprise level







		hardware/software qualifications.
Skills and Aptitudes	<p>Excellent communication skills.</p> <p>Good at solving problems and identifying fixes to issues quickly.</p> <p>Able to prioritise and adjust to meet changing needs of business.</p>	
Personal and Professional	<p>Ability to work under pressure.</p> <p>Ability to work as part of a team and on own initiative.</p> <p>Flexibility and adaptability.</p> <p>A positive approach with the ability to provide ideas and make improvements in systems and processes.</p> <p>Respectful of confidentiality.</p>	

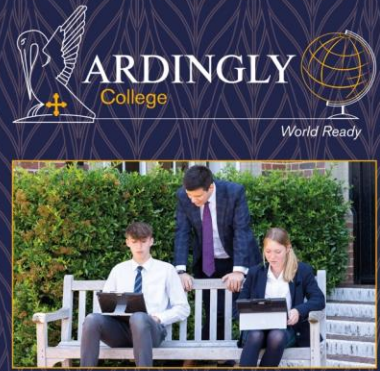
### Terms and Conditions

**Hours:** 40 hours per week, usually Monday to Friday for 52 weeks per year. Flexibility may be required.

**Salary:** £45,000-52,000 per annum, depending on previous experience.







## Application Procedure

Applications should be made via our on-line recruitment system at [Vacancies | Ardingly College](#) and should include a covering letter or personal statement outlining the applicant's suitability for the role and the names, addresses and telephone numbers of two referees, one of whom must be the applicant's current Head.

Ardingly College is committed to ensuring the welfare of our pupils and appropriate checks will be made before the appointment is finalised.

The closing date for applications is **Friday 25<sup>th</sup> October 2024**, although applications may be considered upon receipt.

