Herefordshire Council

JOB DESCRIPTION

Job information as shown on organisation chart

Job Title:	Post No:	Grade:
ICT Network Manager	U767	HC7

Organisational information:

Responsible to:
Headteacher or other SLT member with IT responsibility

Professionally responsible to:
(where appropriate)

Dimensions:
(quantifiable measures relating to the post, such as number of staff managed, number of patients, size of local population, budgets and so on) As a budget holder responsible for the value of £25k but oversees approx. £40k in total which involves all school software and licences.

Responsible for: line management of one IT Technician

Key relationships/Functional links with:
(main relationships with people inside and outside the organisation that the post holder will come into contact with during the course of their work)

Internal: Teaching Staff, Associate Staff, External contractors and advisors related to ICT.

External:

Main Purpose of Job:
Maintain and improve the school's Information and Communication Technology to support quality learning across the curriculum and to increase, empower, and develop the staff's and student's learning and creative skills, including teaching delivery and administration.

Main Responsibilities / Accountabilities
The jobholder will be expected to complete the responsibilities / accountabilities effectively in order to deliver the key objectives of the organisation

DATA QUALITY
Council staff
To follow the relevant procedures for ensuring that information and data is collected and recorded accurately thus enabling the production of reliable analyses and reports.

Job Activities:

1. To provide technician support to the academic and administrative activities of the school, and the maintenance of the ICT facilities throughout the school. Advise the headteacher on matters relating to IT. Attend meetings with suppliers and other IT providers in relation to IT. Answer technical questions in relation to IT.

2. Manage and monitor the IT budget, including maintaining the central computer peripheral support items and inform the Business Manager/accounts of departmental expenditure on a regular basis.

3. Servers
   - Implement and install system updates to maintain the stability and security of the network
   - Ensure that users are created and deleted; passwords managed securely
   - Manage the allocation of user space and printer quotas
   - Carrying out regular housekeeping to ensure that the fileserver storage is used effectively
   - Sustain, add, delete, modify, and backup user email accounts on the school's Microsoft Exchange e-mail server.
   - Promote, update, and support staff and students on Intranet sites hosted on the schools Internet Information Service systems
   - Design, employ, and maintain maintenance plans for the Microsoft SQL server
   - Ensure the configuration blocks web sites that contain inappropriate material
   - Provide the Headteacher with user web site visitation logs and information when requested

4. Maintain Sims or other suitable registration systems with the Data Manager.
   - Trouble shoot and resolve technical problems with student registration hardware and software
   - Identify and correct printing issues with student registration, attendance, and exam data

5. Monitor and trouble shoot system/network faults regarding DNS and TCP/IP

6. Switches and Hubs
   - Trouble shoot, reconfigure, and repair/replace when necessary
   - Coordinate replacement parts with suppliers when items are still under warranty

7. Monitor/maintain the IP based telephone system
   - Troubleshoot and repair telephone inoperability
   - Install new telephone extensions

8. Synchronization and supervision of IT matters with the LEA, Herefordshire Council IT services division and outside agencies and suppliers

9. Research, source, implement new technologies and services to maintain and improve stability and constancy of network services

10. Maintain Internet connectivity
    - Ensure that connectivity is maintained
    - Inform IT Services and the LA of Internet services outages when the cause is out of the schools control
    - Disseminate the information to school management and staff of outages when it could affect teaching sessions or required work for non-teaching staff

11. Identify, implement and manage a reliable Disaster Recovery Plan, policy, and library for the school. Ensure all data is backed up and stored in accordance with school policy.

12. Network cabling
    - Maintain network cabling
    - Identify and correct cabling problems for network connectivity
    - Install new network points for network connectivity

13. Implement and manage the school's network, Internet, and e-mail security policies

14. Work alongside and assist the SLT member in the implementation and maintenance of the ICT policy

15. Manage and maintain the security of IT equipment and data
    - Ensure all equipment is fully security marked, update and maintain records including machine numbers, locations, and equipment faults and reporting any incidents.

16. Ensure that copyright and data protection laws are upheld

17. Provide advice, training, and support for the use of subject specific software by staff and students

18. Keep up to date with new developments in hardware and software affecting the schools IT services

19. Manage the software library of the school. This will include
    - Maintaining an up to date catalogue of software available for use in the school
    - Maintaining an up to date audit of software available for use in the school
    - Ensuring that software is easily accessible to staff and pupils
    - Maintain inventory of software licences

20. Manage the computer resources of the school. This will include:
    - Installing new computer equipment as appropriate
    - Ensuring that hardware and infrastructure is maintained and repaired as necessary
    - Maintaining an inventory of equipment
    - Establish deployment procedures for new hardware associated with the school
    - Purchasing IT related equipment and consumables in liaison with management.
    - Maintain inventory of equipment on loan to staff and students

21. Audio/video technologies
    - Manage and maintain the school's IT related audio/video equipment
    - Provide training to staff and students when required

22. Facilitate the continuing admin and content development of the school's website
    - Monitor the content to ensure the Data Protection Act is never at risk of being violated

23. Training – source training materials in support of IT and ICT training
    - Provide assistance and training to staff relating to Microsoft Office, SENSO, 365 apps
    - Assist teaching staff in the education of students on the subjects of operating systems and Microsoft office.

Other information:

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- Disclosure type: enhanced.
- May be required to undertake safeguarding training at appropriate level to the role.

General information:

The post holder will be required to comply with organisation's policies and procedures.

The organisation has a no smoking policy. Employees are not permitted to smoke or vape on any of the organisation's premises nor in any vehicle used on organisation business.

The postholder will promote the Council's Health and Safety work policies and ensure that these are implemented effectively within their areas of responsibility.

Employees have a duty to safeguard and promote the welfare of children, young people and vulnerable adults. It is an essential requirement that employees are aware of the Herefordshire Safeguarding procedures for sharing information about the welfare of any person for whom they have safeguarding concerns. Employees have a duty to ensure they attend training to enable them to recognise the indicators for concerning behaviour and receive safeguarding supervision as appropriate.

This Job Description covers the main duties and responsibilities of the job and will be subject to review and amendment, in consultation with the post holder, to meet the changing needs of the organisation.

Other activities commensurate with this Job Description may from time to time be undertaken by the post holder.

Line Manager Name:	Line Manager Signature: Date:

Date Job Description last reviewed:	April 2026

Herefordshire Council

PERSON SPECIFICATION

Job information as shown on organisation chart

Job Title: ICT Network Manager	**Post No:** U767	**Grade:** HC7
All candidates will be considered on their ability to meet the requirements of the person specification	**Essential criteria**	**Method of Assessment***
Experience	Experience and technical knowledge of: • Microsoft Windows Servers • Microsoft Windows Professional • Microsoft XP Professional • Microsoft Exchange • Microsoft SQL • Microsoft IIS • Microsoft Active Directory, Group Policy Objects • Microsoft ISA Server, installation, advanced firewall configuration, and gateways • Microsoft SMS Server, installation, configuration and maintenance • Website Development and Internet technologies • IP based Telephone systems • Networking skills to include cabling, TCP/IP, DNS, and SMS • Prior experience with Switches/Hubs and wireless technology • Network printing • Audio/video technologies • Network security/Hacking monitoring • Network architecture and design technologies. Internet connectivity Network/telecom cabling topology and technologies. WAN routing equipment and Ethernet LAN equipment and technologies. Remote Administration through Terminal Services. Backup Software, installation, configuration and maintenance of NT Backup, ArcServe, Tapeware. Documentation of network architecture and business processes.	AF, I

Skills and Abilities *Including personal attributes*	Commitment to working with young people. Willingness to work in support of the inclusive ethos of the school. The ability to explain IT terms to pupils, parents and staff in such a manner that it is understood by all. Ability to communicate effectively with pupils, parents and staff. The synchronization of IT matters with outside agencies and suppliers. Able to install equipment and software to meet specified requirements. Able to implement, upgrade and support computer and network software. Able to analyse, diagnose and resolve faults in a logical, quick and progressive manner. Able to recognise fault trends and apply solution logic across technical boundaries. Able to identify, prioritise and plan all IT/ICT work. Able and willing to 'own' problems from initial occurrence through to resolution. Able to resolve complex technical problems. Able to communicate effectively at all levels. Able to work in an organised and logical manner. Proven diagnosis and faultfinding skills in a homogenous networking environment. Ability to communicate effectively with users, contractors and staff and be able to work efficiently alone or as part of a team and under pressure. Ability to work effectively from written or verbal instructions, and to be able to translate these into working procedures for non-technical or teaching staff.	AF, I
Qualifications and Training *including professional qualifications*	Degree Computing (IS or IT) or equivalent or significant experience British regulated qualification framework level 6 and above or International English language testing system (IELTS) score of 7.0 Willingness to undertake further training, as appropriate.	AF, I **Fluency Duty** -The ability to converse fluently and spontaneously almost effortless. Only complex subject matter may hinder a natural smooth flow of language

Other Factors *e.g. ability to work shifts, physical requirements (with adaptations where appropriate), ability to drive, agility to travel around county etc.*	Ability to travel freely throughout the County Able to lift equipment boxes Police clearance	I DBS check
Line Manager Signature: Date:		

*Method of Assessment: AF = Application Form; I = Interview; S = Selection Method; P= Presentation

Date Person Specification last reviewed	April 2026