

## Lancashire County Council

### Role Profile - Operational Context Form

**Post title:** Senior ICT Network Manager

<b>Grade:</b>	Grade 8	<b>Staff responsibility:</b>	ICT Technicians
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**Scope of Work – appropriate for this post:**

To develop and implement the school's ICT strategy and service provision including managing all aspects of ICT technical support in the school, including the work of ICT technician(s). This role would usually only be found at the largest schools.

**In addition to the following duties, the post holder may be required to undertake any of the duties associated with a lower graded ICT post.**

**Accountabilities/Responsibilities – appropriate for this post:**

1. Take full responsibility for managing the service on a strategic level, with minimal direction from the Headteacher
2. Negotiate and liaise with Headteacher, SMT, Governors and external organisations over the provision of an appropriate level of service
3. Develop school policies and procedures for the use of ICT within the school environment
4. Maintain a comprehensive database of all support requests
5. Undertake full line management responsibility for staff providing technical support to staff and pupils, including recruitment and selection and performance management
6. Identify school staff training issues and deliver appropriate training
7. Create and manage all network user accounts, ensuring correct access rights and audit as required
8. Undertake training of all staff and pupils
9. Support the delivery of computing/ICT in the curriculum under an agreed system of supervision, to plan appropriate teaching and learning objectives/lessons
10. To keep abreast of best practice within ICT and with relevant developments and changes in information communication technology, particularly in relation to security and data environments and advise on their adoption, where appropriate. To advise on and investigate any apparent breaches of security.
11. Design and implement changes to the schools ICT software and hardware and liaise with consultants on the specifications of new software / hardware as appropriate
12. Procure ICT equipment on behalf of the school which may include managing associated budget.
13. Carry out audits of student and staff internet usage, add filters where necessary and report as appropriate in line with school policy.
14. Market the service and direct the school in making available sufficient financial resources to develop the service
15. Assess and analyse risks to key ICT systems; maintain, develop and review recovery procedures and service cover and contingency plans.
16. Securing any funding from national and local initiatives
17. Representing the school in any collaborative projects
18. Undertake any ICT maintenance requirements
19. Contribute to the School Improvement Plan.
20. To work within school policies and procedures
21. To take care of their own and other people's health and safety

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Individuals in this role may also:

1. Advise teaching staff on the likely compatibility of new software / hardware, install software / hardware as requested by teaching staff, and maintain records of all installations carried out
2. Manage the ICT Network for a cluster of schools
3. Negotiate on-line service provision from external suppliers

**Prepared by:** Schools HR Team

**Date:** 13/02/2023

**The above form** sets out the area of work in which duties will generally be focused, and gives an example of the type of duties that the postholder could be asked to carry out. **PLEASE NOTE** that this is for guidance only. Postholders are expected to be flexible and to operate in different areas of work/carry out different duties as required.

#### **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 co-operate with us to apply our general statement of health and safety policy.

#### **Safeguarding Commitment**

We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

#### **Customer Focus**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

#### **Skills Pledge**

We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and /or numeracy if they do not have one already.

## Grade Profile - Level Two – Technical/Professional (Grade 8)

<p><b>Level Two Purpose</b></p> <p>Technical specialists who are highly experienced practitioners within a professional area (e.g. Legal, Engineering, HR, Social Work). As entrant levels to professional disciplines, they have a workload requiring the application of both applied and theoretical knowledge.</p>
<p><b>Scope of Work</b></p> <p>Roles are typically reactive and working within clearly established service and professional guidelines. Roles will need to apply judgment and analysis to identify alternative solutions to a variety of routine situations. They will need to be proficient in delivering all routine aspects of the job but will increasingly be involved in non-routine work e.g. supporting less experienced staff or taking part in project work with more senior members of staff. Communication skills are important as role holders will be interacting with internal and external customers regularly.</p>
<p><b>Accountabilities/Responsibilities</b></p> <ul style="list-style-type: none"><li>▪ Select appropriate procedures to independently carry out more complex technical tasks of an increasingly higher risk nature (e.g. designs, inspections, assessments, analyses) to produce the required technical output (e.g. identification of customer needs, implementation of routine service processes).</li><li>▪ Undertake specialised technical and analytical support activities to assist professional colleagues in delivering more complex services.</li><li>▪ Collate and analyse technical data from a variety of sources and interpret findings for review by more senior colleagues. May include producing ad hoc reports or project work.</li><li>▪ Provide information, advice and guidance to customers by interpreting established procedures, using technical experience, and by applying best practice within the field.</li><li>▪ Provide on the job training, mentoring and guidance to less experienced members of staff to ensure they are able to develop the necessary skills to deliver in their role.</li><li>▪ Regularly communicate with other agencies and service providers to share information, build working relationships and to ensure joined up service provision.</li><li>▪ Suggest improvements to current working methods to contribute to improvements in service delivery.</li></ul>
<p><b>Skills, knowledge and experience</b></p> <ul style="list-style-type: none"><li>▪ Recognised vocational or professional qualification plus broad experience in area of expertise. May be working towards a professional qualification or be of graduate entry level with sound practical experience.</li><li>▪ Detailed knowledge of own service area and relevant working systems, equipment and/or IT software, plus an awareness of Council policies and services related to the role</li><li>▪ Analytical skills and problem-solving capability</li><li>▪ Ability to informally train and mentor less experienced staff</li><li>▪ Ability to influence others based on technical or professional expertise</li><li>▪ Ability to build and maintain effective networks and relationships</li></ul>
<p><b>Performance Measures</b></p> <ul style="list-style-type: none"><li>▪ Quality of own work against legal, safety and best practice standards</li><li>▪ Adherence to internal/external quality standards if applicable</li><li>▪ Adherence to policies and procedures</li><li>▪ Accuracy and timeliness of information recording and processing</li><li>▪ Customer and stakeholder feedback</li></ul>

**Person Specification –  
Senior ICT Network Manager (Grade 8)**

	<b>Essential (E) or Desirable (D)</b>	<b>Identified by Application Form (A), Interview (I) or reference (R)</b>
<b>Qualifications:</b>		
Recognised Level 4 ICT qualification in a relevant discipline	E	A
Industry practitioner qualification (e.g., Microsoft, Cisco)	E	A
ITIL Service Management Qualification (Foundation or above)	D	A
<b>Experience:</b>		
Considerable experience of working in a busy ICT environment working independently providing technical support on a wide variety of ICT systems, equipment and IT software	E	A, I
Experience in the management and procurement of ICT equipment and service/maintenance contracts	E	A, I
Experience of managing large networks and major software upgrades	E	A, I
Experience of managing budgets and/or resources deployed to assist with the delivery of service provision	E	A, I
Experience of managing challenging and competing workloads	E	A, I
Experience of training others in the use of ICT systems and software	E	A, I
Experience of delivering ICT services within a school environment	D	A, I
<b>Knowledge and Skills:</b>		
Good analytical, organisational and problem-solving skills with the ability to develop the most appropriate solution to meet the business need	E	A, I
Ability to interpret technical information and have the ability to relay this to non-technical customers.	E	A, I
Professional and friendly, with a flexible approach to working hours	E	A, I
Ability to work under minimal supervision and also as part of a team	E	A, I
Ability to organise, lead and motivate any responsible staff	E	A, I
Awareness of current ICT trends and developments	E	A, I
Committed to continuous improvement, enabling the delivery of solutions that provide an increase in efficiency and reduced costs	E	A, I
Good written and verbal communication skills, including the ability to negotiate and influence	E	A, I
Ability to coach, guide and mentor staff and/or pupils	E	A, I

Ability to influence others practice based on technical or professional expertise.	E	A, I
Ability to remain calm under pressure	E	A, I
Ability to set up and interpret management information systems to ensure ongoing review of performance and progress towards targets and objectives	E	A, I
<b>Other:</b>		
Commitment to equality and diversity	E	I
Commitment to health and safety	E	I
Commitment to undertake in-service development	E	A
Commitment to safeguarding and protecting the welfare of children and young people	E	A, I
Satisfactory attendance record/commitment to regular attendance at work.	E	R
To be aware of the confidential nature of issues related to home/pupil/teacher/school work.	E	A
May be required to work outside standard school/office hours as required	E	A, I
May be occasionally required to work across multiple sites	E	A, I
<b>Note: We will always consider your references before confirming a job offer in writing</b>		

Date created: 13/02/2023