



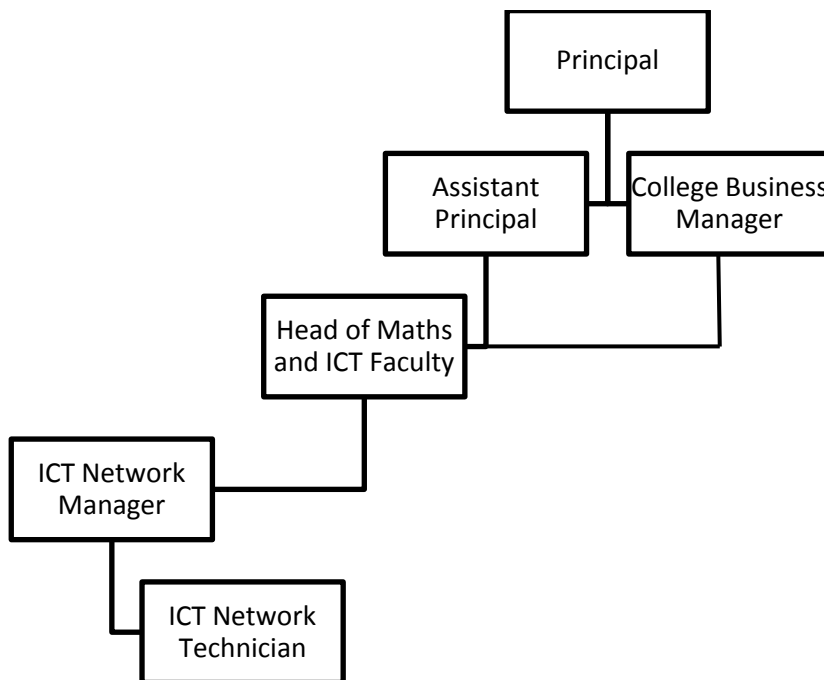
HAMPSHIRE COUNTY COUNCIL

Data Protection Act 1998. This form will enable us to process any information you contribute to the role profiling process and will be used by Hampshire County Council evaluation panels for job evaluation purposes. At a later date, the information will also be used in other personnel areas, e.g. performance development review, induction, and training and development Processing of information includes storage of records electronically and in hard copy format. Personal data will only be made available to Hampshire County Council staff and trade union representatives involved in these processes. Any data required for statistical/research purposes will be depersonalised.

Section A

Role profile ref no:	01426
Department/Section:	Education – Secondary School
Role Title:	ICT Network Manager
Reports To:	Head of Maths and ICT Faculty / College Business Manager
Role Purpose:	To support the college networks, ensuring that the needs of the curriculum and administrative teams are met in terms of IT support. To maintain a high degree of knowledge on network systems.

Section B – Organisation



SECTION C – Role Requirements

Accountabilities	Accountability Statements	% of Time
<p>Hardware and Software Support</p>	<ul style="list-style-type: none"> • Providing technical support on all hardware issues. • Investigating and, where possible, repairing faults. • Liaising with ICT support companies re maintenance issues. • Advising on purchase of hardware – obtaining best value. • Placing orders for all new equipment relating to the college’s IT requirements. • Set up new equipment and ensure that it is suitable for the user needs. • Maintain the curriculum and admin networks to ensure that they perform efficiently. • Regularly checking all IT equipment. • To manage MFDS/printers and print quotas. • Investigating and testing new systems and give technical advice on ICT developments within the college. • Installing and upgrading software. • Providing support on all software compatibility issues. • Keep abreast of software and hardware developments both in the LEA and private sectors. • Ordering software - obtaining best value. • Loading new software to the network. • Administer the use of the internet, ensure that Home/College agreements are completed and filed • Responsible for overseeing the set up user profiles and new users. • Ensure that back up procedures are maintained • Ensure that virus protection is up to date on all the networks and stand-alone machines • Provide network and peripheral support to staff during lessons • Regularly checking file storage and memory capacity. Carrying out housekeeping on both networks as necessary. • Be familiar with common software and offer advice to users. • Report to the ICT working group and the ICT strategic group • Write code and bespoke software for the college as required. 	<p>75</p>
<p>Administration / General</p>	<ul style="list-style-type: none"> • Ensure that the college complies with all licensing requirements, highlighting any discrepancies. • Ensure that there is a full inventory of all IT equipment, noting all repairs, the location of the equipment , the age and condition and all serial numbers. • To manage and direct the ICT Technician to assist in the delivery of a professional ICT service. • To assist in the ongoing development of ICT systems to enable the delivery of an electronic classroom and the delivery of future administrative systems. 	<p>20</p>

<p>Administration / General</p>	<ul style="list-style-type: none"> • Maintain efficient stocks of computer consumables. • Security mark and record all new IT equipment arriving in college and maintain up to date records. • Work closely with staff to ensure the efficient use of networks. Operate a booking system for the ICT suites and digital equipment. • Provide training and support to other technicians. • Be first point of contact for parental account users and provide training for parents at parent evenings. • Managing the ICT consumables budget and repair of computers budget. 	
<p>Corporate and statutory initiatives - equalities/health and safety/e-government/sustainability</p>	<ul style="list-style-type: none"> • Ensuring equipment is maintained to a safe standard. • Ensuring that the college adheres to all the ICT legal requirements e.g. licensing. 	<p>5</p>

Section D -The key decision making areas in the role

- Deciding from a range of options which supplies to order, maintaining best value.
- When carrying out maintenance and repairs, deciding whether these can be dealt with within the college or if the matter should be referred to service contract suppliers.
- Deciding whether equipment/technology should be upgraded, reviewing the options and making recommendations to the Head of Faculty.
- Troubleshooting software, particularly issues of compatibility.
- Back up strategies for recovery of networks

Section E - The role dimensions - financial (e.g. budgets) and non-financial (e.g. units, workload, customers/staff), decide when virus updates take place

- Size of college: 750 students on roll
- Managing in excess of 1600 user profiles.
- Supporting network clients both administrative and curriculum domains (1800 -2000 includes community).
- Maintaining all ICT suites, workstations and laptops.

Section F - The main contacts – external/internal customer contacts and purpose

- **Teaching staff** – dealing with hardware, software and network problems on a daily basis.
- **Head of Faculty** – daily liaison with line manager on management of the networks
- **Students** – regular contact with students/parents/carers dealing with user account problems and printer problems.
- Other college **support staff** and **administration staff**, for example in relation to ordering and other administrative tasks, on a daily or weekly basis.
- **Contractors** and **repairers** – ensuring work is carried out to specification, as and when required.
- **Computer Suppliers** – ordering stock, obtaining best value.

Section G - Working conditions – environment, and physical effort or strain.

- Moderate degree of physical effort involved in preparing classroom equipment, specifically moving and repairing monitors and system units.
- Servicing printers and prolonged periods at a VDU can have harmful effects.
- Use of solvents e.g. screen cleaners.
- The post holder will work in a very hot environment if air conditioning has not been installed.
- Lone working dependent on set up of structure.

Section H - Context/additional information.

- Required to attend training to keep skills and knowledge up to date.
- There is a particular responsibility to maintain high standards of health and safety, in order to ensure that pupils and colleagues are protected from hazards, within the framework of relevant risk assessments.

PROGRESSION IN ROLE

Section I - Entry: Necessary role-related knowledge, skills and experience at selection.

- Technical ICT skills and network experience.
- ICT hardware and software knowledge.
- Some knowledge or experience of an educational environment.
- Interest and enthusiasm in ICT.

Section J - Initial induction/training required to become effective in the role.

Estimated time to become operationally effective: 1 month to 3 months depending on previous experience.

- Familiarisation with the college environment and college procedures.
- Training on specific software and operating system used by the college.
- Appropriate health and safety training.
- If already possesses technical expertise - should be operational very quickly.
- Shadowing and hands on.

Section K - Operationally effective: How would effectiveness in role be demonstrated?

- Ability to follow Head of Faculty’s instructions with a minimum of guidance and carry out tasks using own initiative.
- Taking charge of appropriate stock control and ordering.
- Carrying out maintenance without instruction.
- Noticing potential hazards immediately and dealing with them appropriately.

Section L - Adding value: What characteristics will the advanced role holder demonstrate?

- Ability to work effectively and relatively independently without daily supervision.
- Anticipating what steps to take without specific direction.
- Instigating review of software and systems. Recommending appropriate upgrades.
- Operating as an 'expert' within the college on all related ICT issues.
- Being able to advise management on the best way forward
- Act as a mentor.