IT Network Manager

Full-time

37 hours per week, 52 weeks per year

Application Pack

Woking
College

Letter from the Principal

Thank you for your interest in Woking College.

Woking College is an oversubscribed and highly successful college of over 1700 students drawing students from more than 60 different schools. Our very successful focus will always be to create the very best environment for high quality of teaching and learning. We have a very broad range of enrichment activities, in order to greatly enhance the cultural capital and future prospects of our students. We place a very strong emphasis on maintaining our wonderful community, we have a more diverse College population than might be thought of as typical for Surrey and we are determined to maintain our inclusive ethos. We are fully committed to innovation whilst maintaining a humane and caring approach for all members of the College community which has resulted in the doubling of the student population in recent years. These approaches have been key to securing Grade 1 'Outstanding' in all seven categories in our October 2022 Ofsted inspection.

Woking College is enjoying record results, very positive value-added and an abundance of applications and quite rightly has a teaching and learning culture which is the envy of other institutions, indeed in recent staff surveys over 95% of College staff said they were proud to work at Woking College!

We believe that our physical environment should also inspire our staff and students. All have benefitted hugely from an impressive transformation of the College's estate over recent years, with the completion of a new Sports Centre in 2014, a new Art building in 2015 and a modern and larger Science Building in 2016. A full size 3G pitch was completed in 2020.   A £3m teaching block opened in early 2023, and a further £3m project working collaboratively with the adjacent community centre opened in September 2023 enhancing our Performing Arts facilities even further.

We recognise the advantages of collaboration and have worked hard over the years to build and maintain close working relationships with other education providers and the Local Authority. The College has been a long-standing member of S7, the Surrey and Sussex group of Sixth Form Colleges, arguably the leading college consortium nationally, and we look forward to continued positive engagement with schools, colleges and the local community for the benefit of all.

With strong leadership from our passionate and committed senior leadership team, and with the support of excellent teaching and support staff across all areas, we look forward to the continued evolution of the College; we also look forward to meeting committed, engaging and passionate people who want to join us to further enhance the life-chances and choices of our students – which is of course our main mission as educators.

We very much look forward to receiving your application.

Brett Freeman
Principal

The Role

We are looking for an IT Network Manager to ensure the smooth running of the day-to-day operation of the College IT systems, for approx. 170 staff and 1700 students with Active Directory user accounts. The IT Network Manager will be responsible for overseeing and monitoring all helpdesk issues, managing tasking for members of the team, troubleshooting and resolving issues relating to hardware, software and network-related problems.

This is a diverse role and you should have proven experience in managing IT networks, ideally but not necessarily in education. The College will expect you to keep up to date with new technologies and working collaboratively with both teaching and support staff as well the Senior Leadership Team.

We are looking for an exceptional candidate for this key role. You should have knowledge, experience and a clear vision, but also the flexibility to ensure that all stakeholders are catered for when there is a need. We expect high performance from all our staff and are looking for an impressive individual to join the team. Candidates should demonstrate their ability and suitability to both the role and the culture of the College.

The IT Support Department is based within the College's Learning Resources Centre and will consist of the Director of IT & Digital Strategy, IT Network Manager, plus 2 IT Technicians.

Start Date: as soon as possible

Hours: 37 hours per week, this is a full-time, year-round role.

The College's core day is 8.30am to 4.00pm, but flexibility within the team ensures that the College has IT Support at both the start and end of the day.

Salary: From £39,575 to £43,444 per annum, depending on experience (inclusive of fringe allowance)

Holidays: 22 days' holiday, plus 2 additional statutory days per year

Why work with us?

Woking College has a strong sense of community in which everyone is valued; we look forward to welcoming new members of staff to join our team.

We have an inclusive ethos, and are proud of our diverse students and staff community. The College is committed to safeguarding, alongside our core values of inclusiveness, adhering to the highest personal, professional and academic standards, supporting individual wellbeing, supportive management and positive relationship and a sustainable future for all. We expect all staff, volunteers and others involved in the College community to share this commitment.

Following our grading as Outstanding at our most recent Ofsted inspection in October 2022, Ofsted stated that:

"Staff feel proud to work at the College. They are exceptionally positive about the culture leaders have created. They describe leaders as visible, approachable and highly focussed on staff wellbeing. Leaders celebrate achievement frequently in staff forums which helps staff to feel recognised, highly valued and a member of the Woking College family."

Staff survey results state that:

- ✓ 95% of staff are proud to work at Woking College.
- ✓ 99% agreed that leaders are considerate of staff wellbeing.

- A positive approach to staff development; including regular cross-College sharing best practice sessions
- Regular whole-College communication including weekly staff briefings
- Regular departmental meetings to ensure support and share departmental best practice
- Excellent student behaviour and productive working relationships with the Student Union
- Excellent links with local schools, businesses and universities
- Welcoming, friendly and approachable community, a harmonious working atmosphere
- Laptop for all teaching staff

S7 Consortium:
- Opportunities for staff training within the S7 consortium of Colleges & liaison with peers within the consortium: S7 Professional Development Video

Benefits include:
- Free on-site parking
- Staff room with free hot drinks available to all staff, Friday cakes
- Onsite canteen with a range of healthy options to purchase, and a Costa coffee shop
- Regular staff social events: bowling, staff quiz, summer BBQ, weekend walks/cycling, Christmas lunch, Christmas party
- College gym available for staff use, yoga classes, staff football (new 3G pitch), run club
- Staff clubs/support groups: book club, menopause group, group for Parents/carers of children with mental health concerns
- Access to prayer/multi faith room
- Free eye test vouchers
- Flu jab
- Cycle to work scheme
- Pension: eligible employees will be automatically enrolled in the Teacher's Pension Scheme, or the Local Government Pension Scheme (support staff), unless you decide to opt-out
- Employee support: staff have access to a confidential employee support helpline
- Location: Excellent train links from London Waterloo and the South Coast, walking distance of Woking station. Close to A3, M25 & M3 junctions

Application & Selection

Application forms are available to download from our website: www.woking.ac.uk/about/staff-vacancies/

Please note that CVs will not be accepted on their own. Applicants must have the Right to Work in the UK.

Please ensure **education** and **employment history** is completed fully, gaps in employment must be accounted for under the section entitled "Periods when not working". We would like to see your passion for the role and the College in your **supporting statement**, please use this opportunity to include personal skills, experience relevant to the post, **your familiarity with the software/hardware listed in the person specification,** and reasons why you feel you would be successful if this post.

Completed applications, or any queries regarding the role or your application, should be sent via email to Kirsty Crook (Personnel Officer): recruitment@woking.ac.uk

Closing date: **9am, Monday 24 February 2025**
The College reserves the right to interview in advance of the closing date. Applicants are encouraged to apply early

Interviews: **to be held on Friday 28 February 2025**

Shortlisted candidates will be notified, invited for interview and references will be taken up immediately. Please note that it is not possible to inform candidates who have not been short-listed due to time constraints.

The interview process will comprise of the following, but may be subject to change:
- a guided tour of the College
- Interview with the Principal and senior staff
- Secondary interview with senior staff
- Informal meet with department members
- Role-related task

The College encourages all candidates to be familiar with the following documents:

- Section 1 of the DfE paper on "Keeping Children Safe in Education" September 2024
- Woking College's Safeguarding and Child Protection Policy.
- In line with the General Data Protection Regulation (GDPR) the College asks candidates to consider the Privacy Notice for Job Applicants

The documents listed above area available from the College's Staff Vacancies page, please use this link to access them
Woking College | Surrey | Staff Vacancies

Job Description

Post Title: **IT Network Manager (Full-Time)**

Responsible to: **Director of IT and Digital Strategy**

Job Purpose: **To ensure the smooth running of the day-to-day operation of the College IT systems**

Job Responsibilities:

1. To oversee and monitor all helpdesk issues, managing tasking for members of the team, troubleshooting and resolving issues relating to hardware, software and network-related problems. Maintain accurate helpdesk and incident records to ensure the most efficient resolution of issues and produce management reports as required.

2. Oversight and co-ordination of the IT resources for College internal and public examinations.

3. To support both staff and students in the efficient and innovative use of IT in the curriculum. Regularly communicate with College staff to keep them updated and informed.

4. To assist in the maintenance and development of the College's IT systems and network, including hardware moves, installations, software deployments and other projects.

5. To project manage and implement any changes and additions to IT provision in line with requests made by the College Leadership Team.

6. To provide assistance where necessary, and understand the flexibility required at key times of the year, for out of hours tasks ie promotional events such as Open Evenings, and College student enrolment (which will include the creation of new student user accounts and ID badges).

7. Duties may change from time to time, so you will be required to follow instructions from the Senior Leadership Team to continue to provide an excellent support service for staff and students.

8. To receive training in relation to IT systems (networking, Windows Server and more). To take part in the training programmes provided by the College and agree to the process of professional reviews.

9. To understand key aspects of the IT Technician's role in case of absence.

10. To act at all times in accordance with the College's Equality & Diversity policy.

11. To act at all times in accordance with the College's Safeguarding policy. Ensuring the safeguarding of students at the College, recognising one's own role in liaison with the designated safeguarding team.

12. To contribute to the safety policies of the College as directed by the Principal and to ensure that Health & Safety Regulations are observed within the Curriculum Areas and within the College in general.

13. To undertake any other particular duties which may be reasonably assigned to you by the Principal from time to time.

Person Specification

Candidates should be able to demonstrate:

- Team management skills including identifying training needs for team members
- Pro-active first point of contact for helpdesk tickets
- A practical, problem-solving approach
- Good communication and interpersonal skills
- Ability to meet deadlines with assigned projects
- Problem solving and fault-finding skills - Network, servers and various other IT systems both hosted and local.
- Willingness to work flexibly is key – early starts/late finishes and weekends are required occasionally within this role for busy periods and key events in the year.
- An understanding and support for the ethos of the College.
- Able to enjoy working in an environment with 16-18 year olds and being part of the College community
- An awareness of the need for personal development, both as a member of a team and as an individual.

Essential IT skills include:

- Team management experience
- Knowledge of switching and wireless networks
- Proficiency with Microsoft Windows Operating Systems (Windows 10 and Windows 11)
- Management - Active Directory, Exchange/MS365 & associated system permissions
- MECM – Defender, Security Updates and Station Builds

Desirable skills include:

- Veeam backup and recovery platform
- Microsoft Hyper-V virtual server environment
- MAC OSX 10.xx
- MS365 management and automation for users and IT assets
- Intune (Entra) experience.
- Papercut print solution
- Proficiency with SQL Query structure and Powershell Scripting