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 becoming part of our team at Woking College

Woking College is an oversubscribed and highly successful college of over 1400 students drawing from more than 60 different schools. Significant growth has been based around our very successful strategic focus: the creation of the very best environment for high quality learning and teaching. Alongside this we have an inclusive ethos and are fully committed to innovation whilst maintaining a humane and caring approach for all members of the College community.

Woking College has enjoyed record results, very positive value-added and an abundance of student applications and quite rightly has a teaching and learning culture which is the envy of other institutions; in the last staff survey 99% of College staff said they were proud to work at Woking College! Despite ever increasing competition, and against the backdrop of funding pressures across the sector, the College continues to thrive. We have benefited 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 Arts Block in 2015 and a modern and larger Science Building in 2016. A full size 3G pitch was completed in 2020 with further. A new £3m eight classroom teaching block will open in autumn 2022 and we will further add to our capacity, spending £2.5m developing a local large community centre just off the College site.

We embrace 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, possibly 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 anticipate 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 College is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Appointed staff will be subject to Disclosure & Barring service (DBS) checks. The College is committed to equal opportunities.

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 1500 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 Associate Director of IT & Digital Strategy, IT Network Manager, plus 2 IT Technicians. This role has come about due to the ongoing growth of the College as well as the College's desire to be at the forefront of technology in education.

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 £32,445 to £38,501 per annum, depending on experience. Please note these figures do not include the Cost of Living Allowance increase, which is yet to be determined.

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

Benefits include:
- Local Government Pension Scheme
- Free eye test vouchers;
- Cycle to work scheme
- Newly refurbished staffroom with free hot drinks available to all staff
- College gym available for staff use, yoga classes, staff football (new 3G pitch)

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.

Staff survey results for 2020 stated that:

- ✓ 100% of staff are proud to work at Woking College.
- ✓ 99% agreed that leaders are considerate of staff wellbeing.

- We are an open access, caring and inclusive community, where leaders place a strong emphasis on staff wellbeing

- A positive approach to staff development; including regular cross-College sharing best practice sessions

- Opportunities for staff training within the S7 consortium of Colleges & liaison with peers within the consortium

- 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

- Free on-site parking

- Staff association: regular social events

- 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.

Please ensure that the application form is completed in full. You should include a detailed supporting statement outlining your reasons for applying; experience to date, and your familiarity with the software/hardware listed in the person specification and what you can bring to this role.

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 26 September 2022

Interviews: to be held on Monday 3 October 2022

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
- 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 2022
- 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 https://www.woking.ac.uk/about/staff-vacancies/

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Job Description

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

Responsible to: **Associate 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 Deputy Principal 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
- SCCM – Antivirus, 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
- Papercut print solution