

**JOB DESCRIPTION**

**JOB TITLE: Assistant Network Manager   
(Communications and AV Systems)**

**GRADE: AS23 – AS27 (Support Staff Pay Scale)**

**REPORTING TO: Network Manager**

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**ROLE OVERVIEW**

To support and maintain Communications and AV systems across Truro School, including Truro Preparatory School.

To ensure, with the Network Manager, that the Network and any other ICT equipment is running at its optimum.

To service the Schools' needs regarding ICT equipment.

During periods of absence/holiday, deputise for the Network Manager.

Work closely with Assistant Network Manager (Servers and Infrastructure) and cover responsibilities during periods of absence/holiday.

**MAIN DUTIES AND RESPONSIBILITIES**

1. Reporting to the Network Manager, be responsible for the maintenance and support of Communications systems and AV equipment.
2. Responsible for the maintenance and servicing of networked and stand-alone PC's; printers and other peripheral equipment, used within the School.
3. Arrange repairs and servicing of equipment and infrastructure through the established procedure, liaising with 3rd party support where required.
4. Encourage the effective use of IT throughout the School and lend support to staff and students if required.
5. Maintain records of serial numbers and movements of any IT related equipment throughout the School.
6. Maintain a log of equipment on loan from the ICT department.
7. Assist with the maintenance; recording; and enforcing of software licences held and installed throughout the School.
8. Ensure that Health & Safety regulations and relevant legislation are observed.
9. Responsible to the Network Manager, be responsible for the support and administration of Truro Prep network services.
10. Support, maintenance and control of Wireless infrastructure and equipment.
11. Assist, when required, with the support of the School CCTV server.
12. Assist, when required, with the support of the telephone system server and screen.
13. Assist the Network Manager in supporting the School Bell System.
14. Assist the Network Manager with the backup server (Veeam) ensuring backups are complete and restore data when required.
15. Assist the Network Manager with server virtualised platform Hyper V ensuring servers are updated when required.
16. Ensure that data stored on the network and Office365 is used in accordance with General Data Protection Regulations.
17. Provide out of hours support as necessary.
18. Any task that is deemed necessary in order to maintain a high standard of service.

More specifically, the Assistant Network Manager will be expected to provide ICT support to staff and students by:

* setting up projectors, interactive whiteboards and peripheral equipment
* ensuring rooms are prepared for lessons

The Assistant Network Manager will be required to provide support to maintain working order of ICT suites and equipment which includes:

* assisting in fault diagnosis and repair of ICT equipment and AV systems
* checking peripherals are in working order (e.g. scanners, printers and projectors), paper is replaced and printers are cleaned, replace printer cartridges
* regularly checking school wireless systems are in working order
* checking workstations are in working order and this includes the cleaning and replacing of input and output devices (e.g. mice, monitors, keyboards, printers)
* liaise with visiting maintenance contractors when necessary

**ADDITIONAL**

* The normal working pattern for this role is: full-time (37.5 hours per week); Monday to Friday 8.30 a.m. – 5.00 p.m. (including one-hour unpaid break); all year round (i.e. this is not a term-time only role).
* The duties of the post may vary from time to time as a result of new legislation, changes in technology or policy. Appropriate training may be given to enable the post holder to undertake new or varied work.
* The post holder must be able to obtain a clear enhanced DBS disclosure and have; an empathy and understanding of expectations within Independent Schools education; and an understanding of the School’s Methodist tradition
* Truro School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment and behave accordingly. This role may involve direct responsibility for children and daily contact with pupils. The successful candidate will be subject to all relevant pre-employment checks, including a Disclosure and Barring Service (DBS) check.
* This Job Description sets out current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed.

**Date reviewed: April 2019**

**Reviewed by: Network Manager**