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| **Job Title** | IT Technical Network Manager |
| **Reports to** | Director of Information Technology |

**Job Purpose**

We are looking for a full time IT Technical Network Managerto join our busy IT Department. The IT Department provides all of Eton College’s information and communications technology services for more than 2,000 users, both inside and outside of the classroom. This is an exciting opportunity for an enthusiastic individual with a passion and aptitude for information technology. The successful candidate will have oversight of the whole network, extending to some 400 buildings, and management of the IT Network Administrator, who will assist the IT Technical Network Manager in the provision of network support to Eton staff and pupils.

**Key Tasks and Responsibilities**

* Lead the IT Networking function, providing ICT support to Eton staff and pupils, interacting effectively with all Eton users;
* Support effective future proof planning of network architecture and maintenance schedules for the networking components including but not limited to contributing to the regular network audits, preventative maintenance, capacity planning and monitoring and contingency plans;
* Work closely with the IT Infrastructure Manager and Cyber Security Operations Manager to provide integrated solutions with other network management tools and facilities for the benefit of Eton’s increasing use of networking resources;
* Provide expert assistance and training to other members of the IT department and act as an escalation point for networking issues;
* Keep up with technical information to ensure efficient call analysis and communication within the IT Department;
* Proactively investigate and evaluate new products or technologies that may be of use to the College, making recommendations to the Director of IT of any advantages or consequences of the adoption of such technologies;
* Liaise with other members of the IT Department, to ensure communication with the user base regarding any projects or initiatives;
* Create, maintain and publish relevant support documentation in order to assist all staff/students in the quick resolution of their calls and enable users to become more self-sufficient;
* Attend additional training relevant to the post as required;
* Carry out any other duties reasonably requested in connection with Eton’s IT Department;
* Commitment and promotion of equality, diversity and inclusion;
* All positions at Eton are classed as ‘regulated activity’ as per the Keeping Children Safe in Education 2023 guidance, therefore a good understanding of safeguarding procedures is essential;
* Commitment to safeguarding and promoting the welfare of children, including by not limited to, completing safeguarding training as required, and ensuring any safeguarding updates issued by the College are read and understood;
* Understand and comply with procedures and legislation relating to confidentiality.

**Stakeholders**

The Network Manager will work independently as well as part of a team. Key stakeholders include, but are not limited to:

* The Senior Network Engineer
* The Junior Network Engineer
* The Cyber Security Operations Manager
* The Infrastructure Manager
* Other members of the IT Department
* Colleagues across the organisation.
* Individuals outside the College, including suppliers.

**Skills and Competencies Required**

To be successful in this role, the incumbent should have:

* The ability to work confidently in a frequently unsupervised environment;
* Previous experience of ownership of an organisation’s network infrastructure;
* In-depth technical knowledge of networking topologies, protocols and best practices;
* In-depth technical knowledge and hands-on experience of networking hardware, including Routing, Switching and Firewalls, as well as Fibre, Copper and Wireless connectivity;
* Knowledge of cyber security principles and best practices;
* Knowledge of Microsoft infrastructure, including servers and key services;

You may also enjoy this role if you have:

* Logical and methodical problem-solving skills;
* Clear and confident communicator, whether dealing with suppliers, pupils or staff;
* Friendly and personable character, maintaining professionalism while commanding trust and respect;
* A demonstrable aptitude and enthusiasm for information and communications technology;
* Experience of, and flair for creating and maintaining accurate and accessible documentation;
* Ability to organise and prioritise changing workloads;
* Attention to detail and a clear desire to see all tasks completed to the highest quality.

**Working Pattern**

* A normal working week is regarded as 35 hours, to be worked during office hours.
* This is a year-round position, and is not tied to school term-time.

**Disclosure Checks**

Eton College is committed to safeguarding and promoting the welfare of its students and staff and expects all staff and volunteers to share this commitment. This role is classed as ‘regulated activity’, whereby the post holder may be required to have contact or be involved in unsupervised activities with children. It is a criminal offence for any person who is barred from working with children to attempt to apply for a position at the College. The suitability of all prospective employees will be assessed during the recruitment process in line with this commitment.  All offers of employment are subject to a number of recruitment checks, including by not limited to; verification of identity and right to work in the UK, an Enhanced DBS check, pre-employment health check questionnaire, satisfactory references, verification of professional qualifications which the College deems a requirement for the post, or which were otherwise cited in support of your application and probationary period.