Job Description

Job Title: Network Manager

Responsible to: Operations Director

Context

Chetham's is the largest specialist music school in the UK, and the only one in the north of England. Originally established as a charity school in 1653, it became a co-educational, specialist music school in 1969 and, over the last 50 years, has established itself as a central part of music education in the UK.

Chetham's students learn and play in a state-of-the-art building, opened in 2012 to provide acoustically designed practice rooms, performance spaces and rehearsal rooms. A full programme of performances takes place in School and across the region, with senior ensembles travelling regularly to London and overseas.

A professional concert hall, The Stoller Hall, further enhances the School's place in Manchester's cultural community, bringing international artists to perform at Chetham's and providing a performance space to match the superb standards of playing by our School's young musicians.

Chetham's is so much more than a music school. As well as educating the choristers of Manchester Cathedral and over 300 of its own students, it is a centre of academic excellence, whose students' progress not only to leading conservatoires and music careers, but to universities and professional pathways in law, medicine, languages and politics. Students' wider creativity is celebrated through strong art and drama programmes, whilst superb facilities for ICT, music technology and science, and high-quality teaching in small classes across all subjects, all contribute to their academic success.

Our city centre site, close to Victoria Station in central Manchester, is home as well as school to about two thirds of our 330 students, aged 8-18, and permanent home to many of our boarding staff.

In addition to being a specialist music school, boarding school and concert venue, Chetham's is also home to the internationally renowned Chetham's Library, the oldest Library in the English-speaking world. Chetham's is therefore much more than a school and the role of Network Manager at Chetham's is of vital importance to the smooth and effective functioning of all the branches of its family tree.

The Network Manager needs to be able to support a large staff body (over 300), many of whom are peripatetic music teachers and rely on our digital services to carry out their teaching; a diverse group of students, many with English as an additional language; and,

as a boarding school, a group of staff and students who are resident on-site for much of the year.

There has been significant investment in and development of our IT infrastructure over the last 5 years. Most of our on-site servers run as VMs in a virtualised environment managed through VM Ware. We have on-site backup (Veeam) and Disaster Recovery. We also have a significant cloud presence through O365 and Planet eStream (our audio and video platform). Our staff and student intranets are built upon SharePoint with much use made of Teams and Forms, and increasingly Power Automate (Flow). Our wired network supports 200 desktop computers, and our wireless system (Ruckus) has over 3000 devices registered to it. Wi-Fi and BYOD are the main way students and peripatetic staff access our digital services. We also run a Mitel IP phone system which we have recently upgraded to run over SIP.

Chetham's is a rewarding environment to work in. You would be part of a team which includes the Operations Director, who will line manage you, and an IT Technician who has a dual role in supporting IT and AV. The primary focus of your role will be networking and hardware but experience of O365 administration and Azure services would be an advantage. Please see the job specification for more detail.

Key Responsibilities

- Manage the organisation's Windows Server infrastructure, including active directory and group policies
- Manage the site network and cable infrastructure
- Management of other IT-based systems, including but not limited to IP telephony, Smoothwall/Sophos firewall and filters, Veeam backup and replication, MIS and VMWare
- Maintain user accounts and permissions on school systems including school domain, Office 365, SharePoint, etc.
- Maintain and develop O365 resources and infrastructure, including but not limited to Sharepoint sites and document libraries, Power Automate, Teams, OneDrive and Forms
- Management of the site-wide WiFi infrastructure
- Oversee upgrades to hardware and software as appropriate
- Undertake maintenance tasks and duties according to a defined schedule
- Manage workflows through the IT helpdesk system, including setting SLAs
- Manage support contracts ensuring best value for the organisation
- Support the Estates team with their networked systems including but not limited to CCTV, Access Control and Building Services Systems
- Support The Stoller Hall and Chetham's Library with their networked systems, including but not limited to: EPOS (bar sales system), Spektrix (box office), ticket scanners and other performance systems.
- Manage the IT budget
- Attend training relevant to the role
- Any other duties as may be reasonably expected

CHILD PROTECTION AND SAFEGUARDING CHILDREN

As a post holder I recognise my responsibility to promote and safeguard the welfare of children and young people for whom I am responsible, or with whom I come into contact. I will adhere to and ensure compliance with *Chetham's Child Protection and Safeguarding Policy*, the *Staff Code of Conduct* and related documents (available at www.chethams.com)

at all times. If, in the course of carrying out the duties of the post, I become aware of any actual or potential risks to the safety or welfare of students at Chetham's, I have a duty to follow the reporting routes and to report any concerns to the Designated Safeguarding Lead or to the Joint Principal (NS).

Our Policy and Procedure is in line with national directives and must be adhered to by all staff. Chetham's is committed to the development of good practice and sound procedures. We will always endeavour to fulfil our duty to challenge or intervene in order to protect all students at Chetham's. Concerns and referrals will be handled in a sensitive and professional manner which will support the needs of students and staff. Chetham's recognises the contribution it can make to protect and support students.

I agree that I have read and understood the attached job description.

Employee's name   ....

Employee's signature ....

Date   ....

Network Manager Person Specification

Requirements	Essential	Desirable
1. Qualifications & Training	Educated to degree level in IT related subject and/or experience of managing networks	ICT Industry standard qualification (eg CCNA, MCP, Microsoft Azure)
2. Experience	Network Management Experience of 2nd and 3rd line support	Network Management in a school/college or other large organisation Development of ICT solutions to enhance or improve systems
3. Skills	Outstanding customer care skills Excellent telephone manner Good written and oral communication skills Work under pressure and to deadlines Work on own initiative and prioritise workloads Able to keep up to date with the latest technological advances	
4. Knowledge	Extensive knowledge and understanding of Windows Server management, including Server 2012R2, Server 2016 and Server 2019, active directory and group policies Extensive knowledge and understanding of Windows client operating systems Windows 10	Knowledge of Office365 (Teams/Sharepoint/etc) and supporting technologies, AD Connect, ADFS and Azure Experience in supporting and updating PASS (WCBS) Experience in the running and maintenance of MIS systems e.g. SIMS

	Knowledge of Networking technologies, wireless and wired, and understanding of network protocols (IPv4 DNS/DHCP/SIP/VLAN's) Office 365 products and administration Good working knowledge of virtualization technologies, VMWare	Knowledge of Smoothwall/Sophos firewall and filtering Knowledge of Veeam replication and backup Knowledge of security and prevention technologies Security Kaspersky endpoint NET2 (access control) IP telephony – Shortel/Mitel
5. Management	Maintain IT budget Manage work flows through helpdesk system. Setting SLA Manage support contracts	Supervision of staff
6. Aptitude and Personal qualities	Good organisational skills Ability to empathise with parents, pupils, staff and the management team Able to work both individually and as part of a team Able to prioritise workloads, negotiate and meet deadlines under pressure. Able to provide training to staff and students in the use of technology A logical approach to problem solving	