



**Framwellgate School Durham**

## **Deputy Network Manager**

### **Candidate Information Pack**

**Salary scale Grade FSD6 (Pt 11-14) £21,166 to £22,462**

**(Full time, whole time, permanent)**

**Start Date – September 2020**



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## **FRAMWELLGATE SCHOOL DURHAM DEPUTY NETWORK MANAGER**

**Salary scale Grade FSD6 (Pt 11-14) £21,166 to £22,462**

**(Full time, whole time, permanent)**

We wish to appoint a highly motivated Deputy Network Manager to make a real impact in this rapidly improving school. The school has undergone significant change over the last three years with improving outcomes, a new ethos & uniform, excellent student behaviour and a 30% increase in the school roll. Some of these changes were reflected in a positive Ofsted inspection in May 2018, where our leadership & management, 6th form, and students' personal development, behaviour and welfare, were all graded "Good". The successful candidate will possess energy and enthusiasm and believe that every young person deserves the very best education.

An attention to detail and a willingness to learn, train and develop are all essential. This is a newly created post, supporting our current Network Manager and IT team and we can offer you the opportunity to work in a supportive team where you will learn and develop on the job.

Framwellgate School Durham is a rapidly growing 11-18 non-selective secondary school within a Multi Academy Trust. The school roll is set to have increased by 35% in three years and by September 2020 we expect to have more than 1320+ students on roll.

As the Deputy Network Manager you will assist the Network Manager in maintaining the server, network, cloud services and printing infrastructure, and support and maintain classroom IT equipment and other learning resources, amongst other responsibilities detailed in the job description.

Framwellgate School Durham is committed to the safeguarding of children and young people. An enhanced disclosure from the DBS and barred list clearance will be required for this post, together with completion of a pre-employment health questionnaire.

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## **Letter of Welcome from Andy Byers, Headteacher**

Dear Applicant

I am delighted that you are interested in this post. Framwellgate School Durham (FSD) is a fantastic school. I took up post in September 2017 and working alongside our talented and experienced staff, we have overseen significant change and improvement. Student behaviour is excellent, and we put a great deal of emphasis on ensuring that staff can work in an environment where students want to learn. The strength of the school has always been its caring ethos and strong community links, and these remain. By introducing new systems to manage behaviour, rewards, assessment, marking, and teaching, and with a new ethos, uniform and curriculum, we have made huge strides in transforming the school.

I am looking for people who are passionate about their work, are reflective practitioners, and enjoy working in a team to make a difference to young people's lives. I think this is an incredible opportunity and hope you will too; you must be able to demonstrate resilience, humour and enthusiasm. You must never settle for second best. I will guarantee you our time and support and a fabulous place to come to work every day.

Three years ago, we had much smaller team; hugely talented and committed staff but struggling to make the difference they wanted due to limited capacity. By this September we will have almost completed our transformation with the appointment of more pastoral, support and academic staff. This post is new and will improve our capacity to provide IT support to staff and students on a timely basis.

Under normal circumstance I would suggest that you come and visit. We would love to talk to you in more detail about our plans and if you haven't visited the school before, I think you would have been impressed with many aspects of it. You may also want to decide whether you can work with us! Please see the timeline for applications at the end of this pack. If we are back to school, we will ensure that shortlisted candidates are able to look round the school. If we aren't back, we will conduct the interviews remotely using videoconferencing technology.

In your application, please try to focus on what would make you an effective Deputy Network Manager and why you want to work at Framwellgate School Durham. Tell me why you are passionate about your work and make me feel like I am reading about you; try not to write a generic application which ticks the right boxes but doesn't tell me what you are like as a colleague.

We have changed so much already over the last three years (20+ new teachers, a new sports centre, a new school day, a new uniform, a new behaviour management policy and procedures, and most significantly, major investment in the pastoral staff) and have much more planned for 2020-21 with developments to our environment and an ever increasing number of students on roll. Developing colleagues in a supportive environment is at the heart of what we do.

Finally, one of you reading this will become the Deputy Network Manager in a fantastic school. You will love it. Good luck with your application.

Yours faithfully,

Andy Byers

Headteacher

June 2020

## **About the school**

Framwellgate School Durham (FSD) is an 11-18 school which was granted academy status in 2011. There are approximately 1250 students on roll including 130 in the Sixth Form. Our roll is projected to increase by a further 50-60 in September 2020 (by which time we will be oversubscribed), and within the next two years, we envisage a roll of 1400 including 230+ in the sixth form. The school serves the population to the north of Durham city, primarily from the Newton Hall estate, but we attract students from a wide surrounding area and over 20 feeder primary schools. We are a high achieving 11-18 academy with a strong track record in both provision and outcomes. We are fully committed to the students in our care, and work to ensure that both the pastoral provision and quality of teaching is the very best.

## **Aims and ethos**

Framwellgate School Durham is a community that values learning and celebrates achievement. We are an inclusive comprehensive school with high expectations of both our staff and students alike. In the Spring of 2018 we consulted students, staff and parents, and re-evaluated our ethos; the result of this exercise was a new ethos statement (below) which emphasises compassion and kindness and places the well-being and happiness of our students alongside academic achievement. Our new school uniform was introduced in September 2018.

### **Excellence, Compassion and Respect for All**

Our school promotes academic excellence and embraces the shared values of honesty, integrity, respect and compassion. We want our students to be ambitious, kind, resilient and hardworking, and have a genuine passion for learning. We want them to change the world with the knowledge, skills and confidence they have learned here; to champion fairness, have friendships for life, and pride in our school. Above all, we want our students to be happy.

## **The curriculum**

We are committed to providing a knowledge rich curriculum which responds to the needs of the individual student, whilst ensuring access for all to a broad and balanced range of educational experiences. For many students, this means learning with us from 11 to 18. We view this as a continuous, coherent journey and see one of the most important functions of learning, during any key stage, as being to prepare students for the next one. Our curriculum is carefully planned and sequenced and taught by subject specialists.

We recognise that whilst all our students have needs, some have more significant barriers to learning. We are an inclusive school, and through the work of the Achievement Centre, we seek to remove or minimise any barriers to learning that our students may have, be they emotional, physical or academic.

At Key Stage 4 and 5, students receive options guidance linked to future aspirations, and we offer a significant number of GCSE, A Level and BTEC courses which meet the needs and interests of all our students. Nearly all our Year 13 students go on to university, most choosing to study at Russell Group universities.

## **Pastoral Care and Support**

Pastoral care is a strength of the school. This was recognised by Ofsted in 2018. All students are placed in tutor groups, and almost all teachers have a pastoral responsibility, remaining with their tutor group as they move from Year 7 to 11. The tutor is the first port of call for all students. In 2018 inspectors praised student behaviour; indeed, we



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place a real emphasis on this aspect of school life and believe that teachers can't teach, and students can't learn, unless behaviour in the classroom, and around school, is excellent. We have effective and robust systems in place to manage behaviour and tackle issues from low level disruption, to more serious incidents.

## **Teaching and Learning**

Having introduced new systems to manage various aspects of school life, and a new knowledge rich curriculum, we spent 2019 developing and improving our classroom practice. We place a very high priority on developing our staff professionally. Middle leadership training has been a strong focus this year and there is an extensive programme of CPD opportunities which seeks to support all staff, identify their development needs and move forward in their practice. In 2017 we introduced collaborative planning time for all departments, to allow them to work together to plan exciting and engaging lessons.

We aim to ensure that our teaching stretches and challenges students, and we are increasingly research-led. We don't ask teachers to follow a prescribed learning cycle but we have invested a significant amount of time on training and CPD and have embraced Rosenshine's principles in planning the key ingredients of a good lesson.

The development of teaching is supported through a supportive appraisal process (no data-driven progress targets and objectives linked to improving professional practice), and lesson drop-ins and learning walks. The support for NQTs is exceptional and we are in the process of developing other training strands for RQTs and those aspiring to middle and senior leadership.

## **Ofsted**

Ofsted does not determine our practice, nor does it dominate our thinking, but we believe that our ethos, curriculum, teaching and support for students are such that an inspection will confirm our own judgements and recognise our successes. Our inspection of May 2018, soon after the new leadership team had taken up their posts, confirmed that we were heading in the right direction. Inspectors highlighted the following **"Strengths:**

- The new headteacher, supported by a recently appointed and skilled senior team, has brought much-needed drive and ambition to the school. In a short period of time, they have tackled a significant number of weaknesses effectively.
- Pupils' behaviour, sixth form achievement and pupils' progress in English and mathematics have improved. The quality of teaching is also improving.
- Pupils behave very well around the school. Most are attentive in lessons and show respect for each other's opinions. Parents and pupils value the high level of support provided by the school's pastoral team
- The sixth form is good. Most students make strong progress in their chosen studies. They are well supported to go onto higher education, training or employment."

A positive monitoring visit in July 2019 demonstrates that we are on the right track.

## **The Website and Social Media**

Our new website ([www.framdurham.com](http://www.framdurham.com)) gives an insight into the school and I would encourage all prospective applicants to look at it. Many departments have an active twitter account and you may be interested in the Headteacher account (@framheadteacher) and school account (@fram\_official). The Headteacher also writes a weekly blog ([www.framheadteacher.com](http://www.framheadteacher.com))



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## **Job Description: Deputy Network Manager**

### Main Purpose of the Role

To assist the Network Manager in the provision and maintenance of a high quality school network and ensuring effective operation and availability.

### Main Duties and Responsibilities

- Assist the Network Manager in maintaining the server infrastructure, including all server room equipment and virtual systems.
- Assist the Network Manager in maintaining the network infrastructure, including cabling and switches.
- Assist the Network Manager in the testing, evaluation and deployment of new software.
- Identify faults before they impact availability and liaise with vendors in order to diagnose and remedy any findings.
- Carry out routine maintenance checks ensuring that the firewall, and restricted access filters are performing efficiently and correctly in accordance with the school's Internet policy.
- Support and maintain classroom IT equipment and other learning resources throughout the school by:
  - Maintaining IT systems so that they are fully operational including ensuring compliance with vendor updates and patches.
  - Installing software as required.
  - Providing telephone and deskside support to all users and/or guests.
  - Regular proactive preventative maintenance.
- Ensure data integrity and identify any areas of potential weakness.
- Organise asset disposal and keep accurate records with appropriate documentation.
- Assist the Network Manager and Reprographics department in maintaining the printing infrastructure.
- Assist the network manager in the provision of cloud services based around Microsoft technologies.
- Oversee the audit of software (including licences), hardware and maintain accurate records in terms of inventory, identification and configuration.
- Act as a source of knowledge and advice on the compatibility of new operating system releases with existing systems and hardware.
- Be familiar with industry developments and identify relevant advancements; suggest ways these could be incorporated into existing systems with the emphasis on compatibility and suitability in a school environment.
- Alongside the IT technician, provide assistance to guests so that any requirements they have requested prior their arrival are available and setup ready for their use.
- Provide reports to SLT when required regarding IT usage.
- To undertake any ICT support tasks and project work as directed by the Network Manager.
- Line manage an IT Technician.

### General responsibilities of all staff

- To safeguard and promote the welfare of children for whom you have responsibility or come into contact with, and adhere to all relevant safeguarding



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policies and procedures

- To carry out your duties with full regard to the Academy's Equality Policy
- To comply with Health and Safety policies, report any incidents/accidents/hazards and take pro-active approach to health and safety matters in order to protect both yourself and others
- To undertake any other duties as directed by their line manager, commensurate with the grade and level of the role.
- To comply with all Academy policies, including the No Smoking Policy.

### Person Specification: Deputy Network Manager

|                               | Essential  | Desirable   |
|-------------------------------|--|---|
| <b>Qualifications</b>         | <ul style="list-style-type: none"> <li>• 5 or more GCSEs at grades A*-C or equivalent, including English and maths</li> </ul>  | <ul style="list-style-type: none"> <li>• Hold a recognised computer or network qualification at NVQ level 3 or 4</li> <li>• Microsoft/Cisco certifications will be taken into account but are not essential</li> </ul>  |
| <b>Experience</b>             | <ul style="list-style-type: none"> <li>• Experience of working in a similar role.</li> <li>• Ability to troubleshoot and configure various PC hardware configurations to component level, including advanced BIOS and graphics configurations.</li> <li>• Experience in the use SCCM for deployment and configuration of software and OS.</li> <li>• Experience of using Microsoft technologies to manage an enterprise network including Microsoft Server OS (up to latest version) DHCP, DNS Active Directory and Group Policy.</li> <li>• Experience of Microsoft O365</li> <li>• Experience of line managing a junior technician</li> <li>• Experience of virtualisation technologies</li> <li>• Experience of applying patches and firmware upgrades.</li> <li>• Experience of firewalls and web filtering</li> <li>• Experience of troubleshooting basic network infrastructure cabling issues. <ul style="list-style-type: none"> <li>• Experience of dealing with stakeholders and suppliers.</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>• Experience in use of SIMS and SOLUS</li> <li>• Experience of ICT support in a school environment</li> <li>• Experience of configuring Microsoft Azure and Intune.</li> <li>• Experience of configuring VM Ware ESXi</li> <li>• Experience of DELL and HP server and SAN hardware.</li> <li>• Experience of Smoothwall web filtering</li> <li>• Project management experience.</li> <li>• Network cabling skills</li> </ul> |
| <b>Knowledge &amp; Skills</b> | <ul style="list-style-type: none"> <li>▪ Advanced knowledge of Microsoft Server OS</li> <li>▪ Advanced in-depth knowledge of Active Directory, DHCP, DNS and Group Policy.</li> </ul>  | <ul style="list-style-type: none"> <li>• Experience of configuring VLANs using Cisco OS.</li> <li>• Experience of Smoothwall Web</li> </ul>   |





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|  | <ul style="list-style-type: none"> <li>▪ Knowledge of SCCM for software and OS deployment</li> <li>▪ Knowledge of VMWare ESXi</li> <li>▪ Advanced knowledge of PC hardware configuration and troubleshooting</li> <li>▪ Exceptional technical knowledge of PC operating systems, in particular Windows 10.</li> <li>▪ Understanding of WiFi networks and BYOD scenarios.</li> <li>▪ Knowledge and understanding of VOIP telecommunications principles.</li> <li>▪ Understanding of MDM</li> <li>▪ Understanding of Powershell scripting.</li> <li>▪ Good knowledge of Azure and O365 configuration.</li> <li>▪ Understanding of Microsoft licencing.</li> <li>▪ Understanding of backup procedures and cloud data storage (O365).</li> <li>▪ Understanding of synchronising on-premises and cloud data.</li> <li>▪ Understanding of Microsoft updates and how they are applied in a network environment</li> <li>▪ Understanding of SCCM and Azure co-management.</li> <li>▪ Understanding of certificate management (SSL etc).</li> <li>▪ Understanding of health, safety and welfare regulations and best practice affecting ICT.</li> <li>▪ Understanding of Data Protection requirements and CCTV use.</li> </ul> | <p>filtering and Cisco firewalls.</p> <ul style="list-style-type: none"> <li>• Experience in managing backups using VEEAM</li> <li>• Experience of VMWare server installation and configuration.</li> <li>• Experience of Cisco switches</li> <li>• Experience of Meraki wireless</li> <li>• Experience configuring Microsoft Teams</li> <li>• Experience of Microsoft School Data Services</li> <li>• Experience of Apple and Microsoft MDM</li> <li>• Experience of Azure Windows Update configuration.</li> <li>• Experience using and setting up basic classroom AV hardware (projectors, interactive boards etc)</li> <li>• CCTV and door access systems configuration</li> <li>• Experience of Avaya VOIP</li> <li>• Domain and website hosting.</li> </ul> |
| <b>Personal attributes and practical qualities</b> | <ul style="list-style-type: none"> <li>• Outstanding communication skills</li> <li>• Consistent and reliable approach to work.</li> <li>• Excellent organisational skills</li> <li>• Ability to identify procedure efficiencies and apply best practice consistently.</li> <li>• Ability to effectively coach, appraise and mentor others.</li> <li>• Ability to prioritise and delegate effectively.</li> <li>• Ability to identify own and others' training &amp; development needs and cooperate with appropriate individuals to address these.</li> <li>• Exhibit strong inter-personal skills and excellent customer care skills.</li> <li>• Exhibit strong team working skills and due consideration for others.</li> </ul>   |   |





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|  | <ul style="list-style-type: none"><li>• Empathy with students and staff.</li><li>• Exhibit a strong proactive approach to any set tasks.</li><li>• Willingness to work flexibly when required.</li></ul> |  |
|--|--|--|

Framwellgate School Durham is committed to the safeguarding of children and young people. An enhanced disclosure from the DBS and barred list check will be required for this post, together with completion of a pre-employment health questionnaire.

## The Application Process

Please complete the Application Form available from [www.jobsinschoolsnortheast.com](http://www.jobsinschoolsnortheast.com) or [www.framdurham.com](http://www.framdurham.com)

### Guidance on completing the application form:

Candidates are requested to complete the application form in full. Section B Personal Statement requires you to set out thorough evidence of how you meet the criteria included in the Person Specification. This will be used in the shortlisting process. This section should be no more than 1,000 words.

Your completed application form should be emailed 'in confidence' to [Thompson.f@framdurham.com](mailto:Thompson.f@framdurham.com) by **Monday 6<sup>th</sup> July 2020 – 8.30a.m.** All applications will be acknowledged by email. Please DO NOT upload your application form to a website and please note that we do not accept CVs.

**Shortlisting will take place in the week beginning Monday 6<sup>th</sup> July 2020 and shortlisted candidates will be contacted soon after. Interviews are scheduled to take place as soon as possible thereafter. Dates and times may be subject to variation due to the ongoing pandemic and, if necessary, interviews may take place remotely**

We regret that, at present, we are unable to arrange visits to the school in advance of an application, but if you have any queries or questions about the role, please contact Fiona Thompson, Executive Assistant [Thompson.f@framdurham.com](mailto:Thompson.f@framdurham.com) and she will arrange for someone to respond.