

**Network and Systems Manager**  
Job Description

**General Description:**

The Network and Systems Manager is part of the Technology Team. The Network and Systems Manager is responsible for the strategic management, maintenance and development of ISZL's Information Technology Network and Systems across all campuses. Working with the Director of Technology and with the support of a Systems Administrator and IT Support staff, the Network and Systems Manager ensures a stable and secure Information Technology Network and Systems to support all teaching and learning and administrative activities at ISZL.

**School Wide Expectations:**

- Will adhere to and uphold the ISZL Mission Statement
- Will adhere to and uphold the ISZL School Ethos and Culture
- Will adhere to ISZL policies and procedures
- Will participate in the ISZL Virtual Learning Environment & integrate technology as appropriate

**Reporting to:** Director of Technology

**Profile:**

- 5 years plus experience in Information Technology Network and Systems management
- Fluent English speaker with effective written and oral communications skills
- German language proficiency an advantage
- Comprehensive understanding of fundamental computer architecture, networking, virtualization, storage and operating system concepts
- CCNP or above and MCSA or above qualifications necessary
- Experience with full range of infrastructural and system software/processes including:
  - Network connectivity including VLAN management, routing, switching, wireless and multi-campus networks
  - VMWare virtualisation
  - Windows AD including schema management, group policies and scripting
  - Security and configuration of Firewall (SonicWall), DMZ, VPN and threat management
  - Internet connectivity and domain name maintenance
  - Centralised backup systems and recovery tasks
  - VoIP Telephone and voicemail
  - Google Suite for Education
- Proven technical project management experience
- High level organisational and planning skills with strong attention to detail
- Solid, demonstrable problem solving skills
- Ability to make considered but timely decisions and a willingness to work consultatively and transparently in doing so
- Ability to deal with multiple concurrent tasks and to be able to effectively prioritise
- Ability to collaborate effectively and respectfully with other team members, stakeholders and third party vendors
- Strong documentation skills and attention to detail
- Outstanding work ethic including a willingness to work flexibly when required
- Initiative, maturity of judgment, resilience and a 'can do' attitude
- Aptitude and sensitivity to effectively work within an international environment
- Ability and willingness to evaluate own professional practice
- Ability and willingness to contribute positively to the wider life of the School and support its values

**Areas of Responsibility:**

**Management and Administration:**

- Take overall responsibility for the design, implementation, management and development of an efficient, contemporary and stable Information Technology Network and Systems to ensure the continual effective support of teaching and learning and administrative activities in the school
- Provide direction and support for strategic initiatives within the school which involve technology
- Collaborates with the Director of Technology and the School Leadership Team on Information Technology Network and Systems strategic planning
- Actively manage the support contracts and service level agreements for IT, network infrastructure, telecommunications and printing to ensure efficient and effective performance and deployment of appropriate support services
- Ensure the safe and reliable running of the Information Technology Network and Systems infrastructure in order that the integrity and security of the network and systems are maintained at all times including ensuring that a full disaster recovery programme is in place along with robust backup regime and virus protection
- Ensure documentation for managing school hardware and software and for disaster recovery is current and up-to-date
- Support and monitor the School's IT Help Desk system and ensure an effective and efficient response to queries
- Use help desk data to inform preventative maintenance and training programmes for IT staff and users
- Support and monitor the development of the School's IT Knowledge base to ensure it is current and that it allows for continuity of IT related knowledge
- Provide hands-on technical support for staff and students of the School in areas where the first-line support members of the Team have not been able to resolve issues and provide assistance to the team as needed to cover for staff holidays and training
- Maintain a log of all hardware, network, telecommunications and software faults and use this information to inform professional development of IT staff and users as well as ongoing partnerships with third party vendors
- Such other duties as may be requested by the Director of Technology or assigned by the Director.

**Budget and Resourcing:**

- In collaboration with the Director of Educational Technology, contribute to the IT budget planning process to ensure the most effective and efficient use of available funds
- Manage the IT budget including making recommendations and oversee all software and hardware purchases
- Establish and maintain good relationships with local and other third party technology vendors and ensure that ISZL's interests are best served in sourcing the most appropriate software and hardware at the best value
- Monitor and supervise contractors during installation and implementation of technology related projects
- Maintain an accurate and up-to-date inventory of all hardware, software licences, networking and telecommunications resources and insure that all such equipment, software and services are kept on a realistic renewal/update cycle and are appropriately licensed

**Personnel:**

- Support the work of fellow IT team members through collaboration and sharing of knowledge and understanding in order to provide a high quality IT support service
- Comply with and assist with the development of policies and procedures relating to health, safety and security, confidentiality and data protection of users when using ISZL Information Technology Network and Systems

