PERSON SPECIFICATION

ICT SERVICES MANAGER

Staploe Education Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment

Attributes	Essential	Desirable
Education and Qualifications	• English and maths GCSE's (or equivalent level) at grades A*-C (9-4) • MCITP: Enterprise Desktop Support Technician or equivalent, proven, practical experience	• Educated to A level standard with a relevant qualification • Educated to degree standard with a relevant qualification relating to ICT • MCITP: Enterprise Administrator on currently supported Microsoft Server Operating Systems, ITIL Foundation or FITS Practitioner qualification
Experience	• At least 2 years' experience of installing, configuring desktop systems in a networked environment • Experience of cloud computing solutions e.g Office365, G Suite	• Experience of implementing mobile device solutions • Experience of implementing and/or supporting a Learning Platform/VLE • Experience of implementing a range of Operating Systems • Recent experience of working in a school

Skills, Knowledge and Aptitude	• Strong knowledge of current ICT systems theory and practice; knowledge must include a minimum of 2 years in the following areas:
	  – Local Area Networking (LAN) technologies including switched networks
	  – Current Desktop and Server operating systems especially Microsoft
	  – Virtualisation Technologies
	  – Wireless Networking technologies
	  – Application Deployment
	• Knowledge of programming and automation of Active Directory
	• Problem-solving skills and knowledge of limitations	

	• Organisational skills in relation to systems, users and equipment	
	• Excellent organisational, interpersonal and communication skills	
	• Able to work well under pressure and prioritise own work	
	• Flexible and prepared to exercise initiative in the execution of their duties	
	• Able to analyse complex issues and identify possible solutions based on a sound analysis of the information available	
	• Gives careful attention to detail and thoroughly checks work for accuracy and quality standards	
	• Excellent verbal and written communication skills	
	• Ability to communicate instructions clearly and patiently to users both face to face and over the telephone	
	• Able to communicate and work effectively with external technical consultants	
	• Committed team member with an ability to work to joint goals and standards	
	• Good knowledge of ICT concepts and practice, current technologies and trends	
	• Ability to identify priorities quickly and accurately and to ensure that deadlines are met	
	• Ability to converse at ease and provide advice and information in accurate spoken English	
Technical skills	• Good working knowledge of a wide range of current ICT technologies including:	• Current Enterprise database systems • Desktop deployment automation solutions • Desktop and Application Virtualisation

	– Current Microsoft Desktop and Server Operating Systems – Current Virtualisation technologies – Deploying Software in a networked environment	• Enterprise Managed Wireless Solutions/Schools • Management Information Systems for example Capita SIMS
Other	• Willingness to be flexible • Willingness to undertake further training / development opportunities • Evidence of relevant professional development • A commitment to developing the professional skills of yourself and others	
Special requirements	• Ability and willingness to travel, if required • Physically fit, as the post holder will have to lift/move PCs, monitors, server and networking equipment • A flexible attitude to working service hours i.e. prepared to work outside normal working hours and days when required	