

IT & Network Services Assistant Manager – Person Specification

	<i>Essential</i>	<i>A/I</i>	<i>Desirable</i>	<i>A/I</i>
Education and Qualifications	<ul style="list-style-type: none"> • Relevant professional qualifications • Ability to communicate clearly with all stakeholders 	<p>A</p> <p>A/I</p>	<ul style="list-style-type: none"> • Evidence of on-going training relevant to the role 	<p>A</p>
Professional Experience and Knowledge	<ul style="list-style-type: none"> • Experience in contributing to the maintenance and management of an organisational IT network • Experience of working as part of a successful team • Experience of working successfully under pressure and in a customer service related environment 	<p>A/I</p> <p>A/I</p> <p>A/I</p>	<ul style="list-style-type: none"> • Evidence of successful working in a school environment 	<p>A/I</p>
Skills, Knowledge and Aptitude	<ul style="list-style-type: none"> • Flexible approach to work as well as good organisational and communication skills • Ability to work collaboratively and effectively within a team environment • Ability to work independently and to show initiative • Ability to work under pressure, prioritise and meet deadlines • A friendly, approachable and non-confrontational manner combined with the ability to be firm • Ability to promote a positive ethos and to role model positive attributes • Ability to build and maintain successful relationships with stakeholders and treat them consistently with respect and consideration 	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>	<ul style="list-style-type: none"> • Ability to undertake in-house maintenance requirements wherever possible, thereby avoiding unnecessary expenditure 	<p>A/I</p>
Personal Qualities	<ul style="list-style-type: none"> • Professional approach • Able to liaise sensitively with colleagues and students • Enthusiasm, determination and an insistence on the highest standards • A commitment to diversity and equality 	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>	<ul style="list-style-type: none"> • Ability to contribute to the wider team 	<p>A/I</p>

*A = Application/ References; I = Interview/ In-Tray Tasks