**IT Service Manager**

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| **Specification** | **Essential** | **Desirable** |
| **Qualifications** | * Good relevant honours degree (2.2 or above) or equivalent experience
* The proven ability to produce written outcomes to a high standard and strong mathematical ability
* MCSE or CCNA or equivalent technical qualifications
 | * Evidence of further professional development and training
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| **Skills, Knowledge and Experience** | * Highly developed diagnostic and technical trouble-shooting skills
* Experience of working across multiple sites and managing the expectations of multiple stakeholders
* Knowledge and experience of leading FITS or ITIL service desk operations
* Ability to manage and communicate effectively with both technical and non-technical staff
* Experience of leading and developing team(s) in delivering technical excellence
* Experience and demonstrable expertise in:
	+ Windows Server environments including hypervisor deployments in both HyperV and VMWare
	+ Active Directory
	+ Layer 3 Network Management and WAN optimisation
* Excellent interpersonal skills and able to work closely and establish positive working relationships throughout the schools and with other key stakeholders
* Attention to detail
* Excellent organisational skills
* Ability to both work using own initiative, and to lead and work effectively as part of a team
* Strong knowledge of basic ICT packages: Office, Outlook, Windows.
* a commitment to continuous improvement
* A clear understanding of how IT is effectively used in teaching and learning
* A genuine interest in technology and a clear strategy for keeping up to date with developments
 | * Experience of working within education/school environment
* Experience in documenting systems and operations in complex environments
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| **Personal Qualities** | * A commitment to safeguarding and promoting the welfare of children and young people
* High levels of personal and professional integrity
* High levels of discretion, confidentiality and awareness of data protection
* A proactive, flexible and versatile approach
* Ability to work effectively and calmly under pressure and manage multiple priorities
* A facilitative approach to problem-solving and a ‘can do’ mind set
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