**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 |
| **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 |
| **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 |  |