**PERSON SPECIFICATION – IT SPECIALIST**

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| **Criteria** | **Essential** | **Desirable** |
| **Knowledge, Experience,**  **Ability** | * Significant experience of designing systems and solutions, creating budgets and delivering to them * Extensive management experience of Microsoft Windows Server 2012 and Microsoft Windows desktop operating systems, preferably in an education environment. * Excellent working knowledge of Active Directory, Group Policy, TCP/IP, DHCP, DNS * Significant experience managing VMware, vSphere, Microsoft Hyper-V, Microsoft Failover Cluster Manager and Office 365 and Federated Services * Experience of a tier 1 antivirus solution in a networked environment. * Management and deployment of software images through Systems centre Configuration Manager or Windows Deployment Services. * Experience of Apple Mac OS X. * HP networking (LAN & WLAN). * Experience of a network monitoring solution to proactively monitor key systems and services * Good working knowledge of using the cloud * Financial acumen in order to robustly manage a project and assess bids from external suppliers * Project and change management skills – demonstrable experience of working cross-functionally to deliver change * Significant experience carrying out a similar client facing role * Proven track record in working to strict timescales and of working with staff at all levels * Experience of delivering projects, management of scope and customer expectations * Experience of working in an IT based Customer Service both on site and remotely * Knowledge of HP Switches and their CLi * Experience with Microsoft DFS * Experience with Aerohive or similar enterprise WiFi solution | Experience of the following software:   * Microsoft System Centre Configuration Manager 2012 * Veeam Backup & Replication * Apple Mac OS integration with Windows networks and DeployStudio * Capita SIMS – upgrades/backups/deployment * Impero   Experience of managing a team and resources |
| **Personal Skills/Qualities** | * Passion for working in Education and a commitment to Safeguarding * Prepared to work outside of normal working hours at short notice to resolve issues affecting systems availability or to complete project work. * Excellent verbal and written communication and interpersonal skills * Confident in dealing with all levels of stakeholders * Ability to apply problem solving techniques and get results * Ability to influence and communicate at all levels * Strong personal drive and willingness to get things done * Self-motivated and committed to delivery on time and to a high quality * Demonstrable experience of balancing priorities and successful delivery of objectives, in a fast paced, constantly changing environment * Ability to troubleshoot, investigate and resolve technical issues * Ability to react quickly and effectively to issues and opportunities * Ability to self-manage, organise, and prioritise tasks and work under pressure during troubleshooting and problem-solving * Keep abreast of new developments in software and hardware. | * Previous experience of leading a team |
| **Qualifications** | * Appropriate qualifications in Microsoft or Citrix technologies * IET, BCS or Open Group qualifications or significant progress towards them | * ITIL Foundation in Service Management * Prince 2 Foundation Level Qualification or equivalent knowledge\experience * Chartered IT Professional (BCS) |