**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
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| **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)
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