



DOHA ENGLISH SPEAKING SCHOOL

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Person Specification: Assistant IT Manager

This Person Specification outlines the essential and desirable criteria required for the role of Assistant IT Manager. Candidates will be assessed against these criteria during the selection process. The technical requirements below are listed in strict priority order, matching the structural operational focus of the IT Department.

Core Responsibility Area (Priority Order)	Required Experience & Skills	Accompanying Formal Qualifications & Certifications
1. Infrastructure & Server Management	- Proven hands-on experience provisioning, maintaining, and troubleshooting virtual environments utilising Hyper-V. - Deep operational familiarity with Active Directory (AD) administration, managing Group Policy Objects (GPOs), organisational units, security groups, and user permissions. - Robust technical capability to configure and troubleshoot core infrastructure services, including DNS and DHCP.	Highly Desirable: - Microsoft Certified: Windows Server Hybrid Administrator Associate - Legacy Microsoft Certifications (MCSE / MCSA: Windows Server)
2. Cloud Ecosystems & Identity Management	- Extensive knowledge of administering Microsoft 365 tenants. - Experience navigating the Google Admin Console to manage a Google Workspace infrastructure, push device policies, configure Chromebook parameters, and enforce security policies. - Strong proficiency with identity synchronisation management via Azure AD Connect /	Highly Desirable: - Microsoft 365 Certified: Administrator Expert / Enterprise Administrator - Google Certified Professional Workspace Administrator

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	Microsoft Entra Connect. Familiarity with foundational website administration and routine maintenance using modern Web Content Management Systems (CMS).	
3. Networking & Connectivity	- Experience executing core configuration commands and diagnostics on Cisco switches and routers using Cisco IOS or equivalent command line interfaces. - Solid grasp of advanced networking concepts, focusing heavily on VLAN segmentation to isolate traffic profiles (e.g., Guest, Staff, Student, VoIP). - Demonstrated success managing dense enterprise Wireless Networks, managing secure automated onboarding pipelines. - Skill in maintaining edge security rules via firewalls and web content filtering platforms.	Highly Desirable: - Cisco Certified Network Associate (CCNA) - CompTIA Network+
4. Day-to-Day Operations & Support	- Prior tenure serving as a senior tier/escalation anchor within an IT Help Desk environment; tracking and prioritising incoming requests. - Rigorous operational discipline regarding asset tracking, maintaining live hardware and software inventories across school networks.	Desirable: ITIL Foundation Certification (v3 or v4)
5. School Specific Systems	Capacity to quickly adapt to specialised educational software platforms. Direct exposure to Management Information Systems (iSams, SIMS, Engage,	Desirable: Hands on experience with iSams/Oliver or

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	etc.) and Library Management Systems (Oliver v5 or equivalency) is highly valued.	equivalency

Personal Attributes & Interpersonal Traits

Working within a preparatory school demands a distinct personality profile that balances systemic technical systems protocols with an accommodating, highly visible presence across campus. The successful candidate must embody the following traits:

- **Friendly Face:** Must project an inviting, helpful demeanour. Staff members and students should feel completely comfortable approaching this individual with any issue.
- **Patience under Pressure:** Whether dealing with a teacher whose presentation setup fails minutes before an event or a total network outage occurs during the school day, the candidate must be able to remain calm, concentrated and communicative while faced with highly time sensitive issues.
- **Lighthearted Professionalism:** A healthy, robust sense of humour is vital for guidance through technical mishaps, fostering goodwill among staff, and maintaining overall team morale within a fast paced environment.
- **Technical Simplification:** The candidate must possess the ability to simplify technical jargon and concepts when interacting with non-technical stakeholders (teachers, administrative staff, and parents). They should explain what went wrong and how it will be resolved using clear, everyday language that respects the user's intelligence.
- **Strong Work Ethic & Problem Solving:** Demonstrates a rigorous, self-motivated work ethic rooted in accountability and high standards. Possesses logical problem solving skills to instinctively dig into technical faults or unexpected anomalies, remaining committed until a permanent and optimal solution is implemented.
- **Adaptation and self resourcefulness:** Educational technology evolves at a rapid pace. The ideal candidate does not require a formal course for every new issue; they possess the proactive resourcefulness, intellectual curiosity, and foundational competence to safely test, research, and master new technologies as and when the need arises.