



## **IT Manager Person Specification**

**EXPERIENCE:** (ideally will include many of the following)

- Knowledge of the potential for IT, technology and systems in a school for teaching, learning and administration
- Proven technical ability to undertake first line hardware and software support
- Demonstrable understanding of Windows desktop operating systems, ideally combined with knowledge of Apple mobile devices
- Experience of thinking ahead and drawing up and undertaking schedules of work
- Experience of being an IT Technician/Manager in a changing environment
- Experience of working within the independent schools sector
- Strong knowledge of Microsoft Windows 10/Server 2016, Microsoft Office 365 and Spam troubleshooting
- Core networking understanding – Switches, Firewalls, Access Points, VoIP telephones
- Thorough knowledge of PC/Server components
- Thorough knowledge of IT security including Cyber Essentials
- Experience of providing technical assessments against project requirements
- Experience of preparing tender documents and assessing responses
- Experience in the following environments: MS Windows Desktop, MS Windows Server, Apple IOS, Office 365, Teams, Share Point and Engage (MIS)
- Experience of writing, managing and updating an IT risk register

**SKILLS AND ABILITIES:**

- Ability to forecast, plan and project manage improvement programmes
- Ability to manage conflicting priorities in a fast-moving, often reactive, environment
- Good communication skills, using clear and understandable language to explain technical elements to staff, parents and pupils
- Excellent interpersonal skills including the ability to encourage
- Ability to follow IT policies and procedures
- Ability to use initiative
- Able to work in a team or on own
- Able to get things done correctly and on time with minimal direction
- Ability to triage issues to prioritise response
- In addition, the ability to forecast, plan, and project-manage improvement programmes is a required skill set
- Ability to work with external partners

- Excellent communication skills both written and oral
- Excellent accuracy and attention to detail
- Ability to effectively self-review work
- Excellent organisational skills
- Ability to undertake robust investigations and provide advice as required
- Ability to work under pressure and to tight deadlines whilst retaining professional composure

**PERSONAL QUALITIES:**

- Commitment to personal development and life-long learning
- A good sense of humour and positive outlook
- A strong desire for, and focus on, continued improvement
- Willingness to learn
- Personal integrity
- Proactive and flexible working approach
- Calm, approachable and patient manner
- To have an interest in IT as a whole and how it can be used to provide a positive working and learning environment
- Genuine interest in school life; displays willingness to contribute to the School community
- Highly motivated, maintains high standards
- Strong team player
- A 'can do' attitude