PERSON SPECIFICATION

IT Service Site Manager

Essential Requirement	Desirable Requirement	Method of Assessment
Qualifications		
■ Relevant Technical Qualifications around Windows Server and Windows Desktop environments	■ Evidence of further professional development and training ■ MCSE, CCNA or equivalent technical qualifications	Application Form Certificates
Skills, Knowledge and Experience		
■ Highly developed diagnostic and technical trouble-shooting skills ■ Running an effective service desk ■ Ability to communicate effectively with both technical and non-technical staff ■ Management of staff working within a team ■ Experience in: o Windows Server environments including hypervisor deployments in both Hyper-V and VMWare o Active Directory o Windows Desktop Deployments o AV technologies o Backup solutions o Managing networks ■ 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 work effectively as part of a team ■ Strong knowledge of ICT packages: Office, Outlook, Windows.	■ Experience of working within education/school environment ■ Knowledge and experience of leading FITS or ITIL service desk operations ■ Experience in documenting systems and operations in school environments ■ Managing teams across more than one site ■ SCCM / Endpoint Management and Microsoft InTune	Application Form Interview References

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Essential Requirement	Desirable Requirement	Method of Assessment
■ Strong knowledge of Microsoft 365: Teams, SharePoint, OneDrive ■ 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		
Personal Competencies and 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		Interview References

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