



| IT SERVICES MANAGER | Essential | Desirable |
|---|-----------|-----------|
| Education and Qualifications | | |
| T degree or equivalent professional qualification | | ٧ |
| Relevant IT certifications | ٧ | |
| Experience | | |
| Proven experience managing IT services within a multi-site organisation | | ٧ |
| Experience of managing budgets and procurement | | ٧ |
| Experience of managing a team or supervising staff | | ٧ |
| Track record of successfully delivering IT projects and improvements | | ٧ |
| Experience supporting users with a range of IT queries | ٧ | |
| Knowledge and Competencies | | |
| Up to date knowledge of current IT systems and network management | ٧ | |
| Strong understanding of IT infrastructure, networking and technologies | ٧ | |
| Proactive and solution focussed | ٧ | |
| Knowledge of data protection, GDPR and safeguarding requirements | √ | |
| Ability to remain calm when under pressure and manage multiple priorities | ٧ | |
| Ability to develop and implement IT policies and procedures | ٧ | |
| Excellent communication and interpersonal skills | ٧ | |
| Strong organisational and planning skills | ٧ | |
| Personal Attributes | | <u> </u> |
| A commitment to high standards and expectations personally and for colleagues and students | ٧ | |
| Collaborative, approachable and resilient | ٧ | |
| Strong leadership skills and able to motivate others | ٧ | |
| Work with flexibility and in accordance with the Trust's values and behaviours | ٧ | |
| Sound judgement and decision maker – confident in using own initiative | ٧ | |
| Willing to work flexibly in accordance with policies and procedure to meet the operational needs of the Trust (and to travel between schools as required) | ٧ | |
| A commitment to continuing personal development and training | ٧ | |
| A commitment to safeguarding and promoting welfare of children and young people | ٧ | |
| A commitment to equality, diversity and inclusion | ٧ | |



