POST OF IT SUPPORT SERVICES AND NETWORK MANAGER

PERSON SPECIFICATION

Referees will be asked specifically to comment on the attributes below.
The ability to meet the person specification will be verified by the application, interview, task, certificates and references as appropriate.

PERSONAL AND PROFESSIONAL REQUIREMENTS

Method of Assessment
A = Application   I = Interview   T = Task   C = Certificate/s   R = References

Essential	Method of Assessment
Qualification Criteria	
• Appropriate qualification or level of knowledge and understanding gained by experience in professional capacity	A, C, R
Experience of	
• Maintaining a range of networking and an ability to keep abreast of technology changes and innovation	A, I, R
• Supporting a networked environment including installation & configuration	A, I, R
• Supervising staff	A, I, R
• Using Microsoft SCCM server 2012 onwards or at least Microsoft MDT to distribute software and operating systems and to update and manage the computer systems	A, I, R
• Managing Windows 10 operating system	A, I, R
• Group policy management console	A, I, R
• Managing an online helpdesk system such as Freshdesk or similar	A, I, R
Personal characteristics	
• Highly proactive and solution-focused	A, I, R
• Flexible, highly organised and able to multi-task and prioritise work to meet deadlines in a busy College environment	A, I, R
• Helpful, approachable and positive nature and ability to stay calm and diplomatic under pressure	A, I, R
• Able to take ownership of tasks and work with minimal supervision	A, I, R
• Have exacting standards and keen eye for detail	A, T, R
• Keen to learn and further develop own skills	A, I, R
• Exercises sound judgment, especially relating to confidentiality and discretion	A, I, R
• Have excellent inter-personal and communication skills	A, I, R, T
• Have a sound track record of successful administrative experience	A, I, R
• Be confident, creative and flexible in working with colleagues	A, I, R
Specific skills and knowledge	
• Able to maintain the College Office365 system using the Admin Portal - for Outlook email, OneDrive, Sharepoint and the whole suite of online Apps	A, I, R
• Windows 10/7 platforms in a networked LAN/WLAN environment together with ability to manage user accounts in Windows Active Directory	A, I, R

• Configuring any high availability/standby devices, UPS devices, NAS backup storage arrays and RAID arrays to ensure continued operation of the Windows server infrastructure	A, I, R
• Able to maintain accurate electronic and written records	A, R
• Able to articulate clearly both technical and non-technical aspects of IT to all levels of the College community from students to the SMT	A, I, R
• Able to work on own initiative with an analytical approach to problem solving	A, R, T
• Have good knowledge and understanding of the legislation related to the General Data Protection Regulation GDPR	A, I, R
• Experience of working with Windows server version 2008R2 to 2016	A, I, R
• Experience with network switch configuration and VLANs, managing and maintaining switch infrastructure, Ethernet and fibre optic	A, I R
• Good breadth of technical support experience: e.g. AD, DNS, DHCP, TCP/IP, Backup & Recovery, Virtualisation using VM ware, Equallogic SAN	A, I, R
• Ability to Support the Colleges Moodle VLE	A, I, R
• Be in sympathy with the Catholic ethos and objectives of the College and able to project a positive image of the College to a wide variety of stakeholders.	A, I
• Commitment to Safeguarding and promoting the welfare of young people. (All appointments are subject to satisfactory references and a Disclosure and Barring Service check).	A, I, R

Desirable

• Experience of school/college-based IT support	A, I, R
• Degree in computing / Microsoft or Network certification in the server/network/desktop systems	A, C
• iPADs will also be deployed to students and staff so any Apple skills to help support this will be beneficial	A, I, R
• Experience with any of our key systems and software (Oracle, Symmetry, Unit-e, CHRIS21, SQL, Smoothwall, Microsoft Office suite 2016, Oliver Library system and Adobe Creative Cloud) ClickView, would be a distinct advantage	A, I, R
• The College makes extensive use of various multi-media solutions, including Audio-Visual array, LCD, Smart TVs and classroom projection, so any exposure to these would be an asset	A, I, R
• Maintaining and developing the printing strategy including PAPERCUT software	A, I
• Knowledge of relevant issues in the Education context	A, I, R
• Experience with managing Apple Macs integrated into a windows network	A, I, R
• Experience with HP or Aruba managed network switches	A, I, R
• Experience with maintaining a WordPress web site hosted on a linux platform	A, I, R
• Experience with Veeam Backup and Veeam One Monitoring Software	A, I R
• Experience with Ubiquiti Unifi wireless systems or similar	A, I, R