

Person Specification

Job Title: Network Operations Manager

Essential Criteria

Job-Related Education, Qualifications and Knowledge	<ul style="list-style-type: none">• ITQ level 4, Microsoft Certification IT Professional level 4 or equivalent qualification or experience in an IT-related discipline.• A sound general IT background with knowledge of industry standard desktop application software (such as MS Office) and hardware.• Extensive practical knowledge of the relevant Windows operating systems.• Extensive knowledge of Windows Networks.• Excellent knowledge of IT initiatives and developments in schools/colleges.• Understand how the overall technical requirements of the Prep School/College should support the use of IT in the curriculum and management of the school.• Knowledge of how E-learning can support the implementation of the national curriculum in schools.• Full working knowledge and understanding of the range of relevant policies / codes of practice and awareness of relevant legislation, including those relating to compliance with GDPR.• Knowledge of budget planning and management.
Experience	<p>An expert user with extensive demonstrable experience to have included:</p> <ul style="list-style-type: none">• planning, managing, installing, configuring, upgrading and maintaining hardware and software and troubleshooting in a networked environment.• working in an office environment at a management level.• working in a senior role in a busy IT support environment and providing desktop and network support in accordance with contracts or service level agreements.• Experience of supervising the activities of technical support staff.• Experience of the full budget planning cycle within a school environment.

Skills and Abilities

- Specialist networking skills relating to managing active equipment, including wireless technology.
- Able to lead major IT improvement projects.
- Able to apply an innovative approach to problem solving across the range of hardware, software and systems in use within the school.
- Able to repair the full range of workstations and servers in use within the Prep School/College.
- Able to keep abreast of technological changes and provide technical advice about improvements that would benefit the Prep School/College.
- Able to relate well to children and adults, with excellent interpersonal and communication skills e.g. to make presentations to senior staff and the Council e.g. on a proposed IT development.
- Able to provide advice and guidance to senior staff and the Council on technical and specialist information and influence school policy on such matters.
- Able to document systems and procedures e.g. produce a staff handbook for the IT support team.
- Able to manage an allocated budget.
- Able to persuade, negotiate with and influence others e.g. suppliers of goods and services.
- Able to use analytical, judgmental, creative and developmental skills e.g. when assessing the impact of the introduction of new technology to the school, when designing and setting up appropriate systems.
- Able to undertake short-term planning e.g. managing own workload, overseeing the work of others, ensuring deadlines are met.
- Able to undertake medium-term planning e.g. for recruitment and selection.
- Able to contribute to long-term planning e.g. in the area of budget distribution and planning for major IT developments.
- Able to identify future IT needs, problems and implications and adopt a proactive approach to the introduction of new technology.
- Able to persuade, influence and motivate own staff.
- Able to manage a team effectively.
- Able to work constructively as part of a team and to understand school roles and responsibilities and own position within these.
- Able to lift and handle IT equipment.