

Person Specification: ICT Manager

E (Essential) D (Desirable)

			Ascertained By
Qualifications	<ul style="list-style-type: none"> ITQ level 3, Microsoft Certification (MCSA/MCSE) or equivalent. Degree/HND 	E D	<ul style="list-style-type: none"> Application and Documentary Evidence
Experience	<ul style="list-style-type: none"> Practical ICT Support experience to 3rd line level. Support of industry standard desktop hardware and applications such as Office365 and Adobe Extensive practical knowledge of Windows 10/11 operating systems Extensive Windows Server 2019 or above support, administration, and troubleshooting. (Group policy, DNS, DHCP, etc) Knowledge of virtual technologies to include VMware administration Knowledge of M365 tenant administration including Azure AD, SharePoint & Exchange online) Aware of the cyber threats and deterrents and recovery in a school environment. Experience of Veeam backup Knowledge of Google Workspace including Drive, Classroom, etc Excellent knowledge of ICT initiatives and developments in schools/colleges. Experience of school MIS systems such as WCBS Pass/3sys and internet filters such as Smoothwall Aware of the National Curriculum for ICT and its implication on and the technical requirement placed on school systems. Knowledge of how E-learning can support the implementation of the national curriculum in schools. 	E E E E E E E D D D D D D	<ul style="list-style-type: none"> Application and Interview

	<ul style="list-style-type: none"> • 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 the Data Protection and Freedom of Information Acts. • Knowledge of budget planning and management • Ability to plan, manage, install, configuring, upgrade, troubleshooting and maintain hardware/software in a networked environment. • 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 managing and leading school ICT infrastructures 	D E E E E D	
Skills and Abilities	<ul style="list-style-type: none"> • Have a hands-on approach • Ability to work alone when required • Able to lead ICT improvement projects. • Excellent interpersonal and communication skills when providing giving advice and guidance to pupils and staff at all levels. • Able to document systems and procedures • Ability to persuade, negotiate with and influence others such as suppliers. • Able to manage own workload, overseeing the work the ICT team, ensuring deadlines are met. • Able to identify future ICT needs, problems and implications and adopt a proactive approach to the introduction of new technology • Able to work constructively as part of a team and to understand school roles and responsibilities 	E E E E E E E E E	<ul style="list-style-type: none"> • Application and Interview
Behaviour & Attitude	<ul style="list-style-type: none"> • Organised • Patient with all users as all levels • Reliable • Open minded • Adaptable 		All through interview and application form evidence

	<ul style="list-style-type: none"> • Effective under pressure • See yourself as a role model and provide high standards for others to follow • Self-evaluative • Sense of humour • Willingness to learn • Innovative • Committed • Empathetic • Enthusiastic • Organised • Patient • Resourceful • Determined • Dynamic • Inspirational • Approachable 		
Values	<ul style="list-style-type: none"> • Belief in and active promotion of the school's values • Belief in and active promotion of British values • An unshakeable belief in the potential of all children to succeed 		Application and Interview Application and Interview