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| PERSON SPECIFICATION | A close up of a logo  Description automatically generated |
| **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:   + Windows Server environments including hypervisor deployments in both Hyper-V and VMWare   + Active Directory   + Windows Desktop Deployments   + AV technologies   + Backup solutions   + 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. * 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 | * 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 |
| 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 |

**Date of Issue:** January 2020

*United Learning is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.*