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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 FormInterviewReferences |
| 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
 |  | InterviewReferences |

**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.*