

Stepney All Saints School

We Learn Together | We Pray Together | We Achieve Together

Headteacher: Mr P Woods

ICT Manager Person Specification

Qualifications/Training/Experience	
Required	<ul style="list-style-type: none">• High levels of literacy and numeracy.• Proven working experience as an ICT Manager or relevant experience.• Excellent knowledge of technical management, information analysis and of computer hardware/software systems.• Hands-on experience with computer networks, network administration and network installation.• An understanding of governance and legislation and the ability to translate this into ICT systems design and management.
Desirable Technical Experience	<ul style="list-style-type: none">• Internet filtering.• Mail filtering.• Experience of Frog or similar Virtual Learning Environments (VLE).• Management Information Systems (MIS) such as SIMS.• Working knowledge of Apple products including Mac and iOS.• Information Technology Infrastructure Library (ITIL).• Implementation and management of Microsoft Azure and Office 365.• Hypervisors such as VMWare and Hyper-V.• Virtual Local Area Networks (VLAN).
Competencies	
	<ul style="list-style-type: none">• Self-motivated and have the ability to motivate others, a team player, and leader, resourceful and enthusiastic individual.• The ability to hold others to account.• Attentive to detail, friendly, courteous and reliable with good organisational skills• Able to work under pressure and deliver an excellent level of service to end-users.• Resourceful.• Able to develop and maintain good working relationships with end-users and third party support providers.• Able to maintain a professional corporate image.• Willingness to attend any/all training provided by the school and to assist in training others.• Excellent organisational and communication skills.• A strong desire to improve and develop technical skills keeping pace with changes in technology.• Able to prioritise and be adaptive to changing end-user demands.• An ability to handle and deal with logged tickets in an accurate and professional manner.• Able to offer support in multiple ICT product areas.• Strong end-user customer service skills and confident telephone manner.• Able to adapt to a changing working environment.• Aptitude for sharing and imparting knowledge to others.• Ability to communicate clearly and concisely.