Person Specification

Job Title: **Deputy ICT Systems and Network Manager**

Grade / Salary: (**PO1) (Spinal Points 26-28) - (£32,418 to £34,209)**
36 hours per week (52 weeks per year)

Line Manager: **ICT Systems and Network Manager**

The starting salary will depend on qualifications and/or experience. Applicants should hold appropriate qualifications and/or have experience working in a similar IT support role or apprenticeship. The school runs a cluster of servers on site split across the North and South wings of the school for resiliency, with Cisco network infrastructure throughout.

The network is primarily Microsoft Windows based with around 600 desktops, but we also host nearly 100 macs (and their server), and approximately 200 chromebooks running from our Google domain. Linux is also used in several infrastructure roles.

Whilst experience in an educational environment would be useful it is not considered essential, training will be given on all appropriate educational technologies in use.

The post demands strong interpersonal skills, emotional intelligence and a calm head to deal with a range of students and staff potentially in high pressure situations. It is anticipated that the Deputy ICT Systems and Network Manager may need to assist with training staff so an ability to explain technical concepts in simple language is desirable.

Desirable Experience

- Working in a school
- Working in IT support
- Working in a customer facing role, be that in person, over the phone or in writing
- Working in a busy and pressurised environment
- Experience in dealing with a range of IT issues

Knowledge

Candidate should ideally be able to demonstrate:

- Understanding of networking concepts and fundamentals
- Familiarity with switches and managed wireless systems
- Good knowledge of Windows Desktops, and ability to troubleshoot issues, identifying and replacing failed components
- Good skills with Microsoft Office and/or Google Docs, ability to support other users with more complicated tasks
- Knowledge of the working of AV equipment, such as Projectors, TVs, speaker systems and mixing desks, ability to troubleshoot and support their use

- Knowledge and understanding of the potential of ICT as a tool to improve efficiency and communication
- An understanding of and a commitment to the Council's and the school's equal opportunities policies and practices
- An awareness of and a commitment to health and safety issues related to this area of work

Skills and Competencies

- Excellent administrative, technical and organisational skills, with good attention to detail
- Good numeracy, literacy, interpersonal and communicative skills
- Ability to prioritize work successfully under pressure and to tight deadlines
- Ability to interrogate, analyse and present complex data
- Experience and ability to develop and implement ICT/MIS systems

Personal Skills/Qualities

- Passion for technology, desire to learn and develop own skills, and take on new systems and challenges
- Able to function well under pressure in a demanding environment and to meet effectively the ever-changing needs of the school
- Able to work on own initiative and in collaboration with other team members
- Willingness to mentor and support apprentices in the department
- Organised, flexible and adaptable
- Enthusiastic and energetic and able to cope in a crisis
- Ability to self-evaluate and actively seek opportunity to improvement
- Ability to relate well to adults and children
- Tactful and diplomatic – able to deal with staff, pupils, parents/carers and visitors sensitively
- Evidence of honesty and integrity
- Sense of humour

December 2021

Signed:		…………………………………….

Dated:		…………………………………….