PERSON SPECIFICATION

Job Title: Senior IT Services and Network Officer

KEY CRITERIA	ESSENTIAL	DESIRABLE
Qualifications	• Possess GCSE qualifications, including a minimum of grade C / 5 in English and Maths. • Full UK driving license and a vehicle to travel between academies.	• Possesses A Level and/or equivalent Level 3 qualifications. • A recognised qualification and/or certification relevant to IT (e.g. Microsoft, Cisco).
Experience	• A minimum of five years experience in a technical role. • Experience in delivering services to meet customer needs. • Experience in managing competing priorities and working to tight timescales. • Microsoft virtualisation technologies	• Windows 10 management and deployment. • Azure/ Hyper-V management and deployment. • Knowledge of recognised quality standards and best practice procedures in IT Services, e.g. ITIL.
Knowledge & Understanding	• Microsoft Server 2019 and 2022 and Windows 10 Desktop administration and management • Windows 10, Microsoft Office management and deployment. • Knowledge of basic network configuration and troubleshooting. • Excellent customer service skills and the ability to understand the needs of our students, staff, parents, and carers.	• Network hardware and infrastructure including switching, firewalls, and VLANS. • Experience in education (primary, secondary, post 16 or alternative provision). • Experience in an IT leadership role.
Skills & abilities	• Able to manage and prioritise workload to meet tight deadlines. • Ability to communicate and negotiate effectively with a range of audiences (internal and external) through highly developed interpersonal, written, oral and presentation skills. • Work effectively as a member of a team. • Demonstrate sound judgment with the ability to present solutions.	
Personal Qualities	• An excellent record of attendance and punctuality • Seek advice and support when necessary • A commitment to confidentiality • Determination to succeed and the highest possible expectations of self and others. • Reliability, integrity, and stamina. • Resilience and perspective.	