

Person specification form

Job Title: **IT Manager**

Departments: **IT Department/Digital**

Feature Sought	Essential Requirement	Desirable Requirement	Assessment Method
Qualifications	Relevant IT qualification (HND/Foundation degree or equivalent professional experience)	Degree level qualification in IT or related subject. Microsoft / Azure certifications.	Certificates / Application
Experience	<p>Significant experience managing IT infrastructure and support services in a complex environment.</p> <p>Experience leading and managing an IT support team.</p> <p>Experience implementing and supporting Microsoft 365, Azure, and modern endpoint management (e.g. Intune).</p> <p>Experience managing networks, servers (physical/virtual), and cloud platforms.</p> <p>Experience delivering IT projects and working with third-party suppliers.</p>	<p>Experience in an education or multi-site (e.g. MAT) environment.</p> <p>Management experience Supporting MIS platforms and integrations.</p> <p>Network topology / network management and optimising network performance.</p> <p>Experience managing large-scale device rollouts and lifecycle programmes. Server farms</p>	Application / Interview / References
Knowledge & skills	<p>Strong technical knowledge of networking, infrastructure, and Microsoft server/cloud environments.</p> <p>Knowledge of cybersecurity principles, including MFA, endpoint protection, and backup/disaster recovery.</p> <p>Ability to manage IT service delivery (incident, change, and documentation), with sound administrative skills including budget awareness and procurement.</p> <p>Strong problem-solving, organisational, and prioritisation skills, with the ability to manage competing demands.</p> <p>A collaborative team player who works well under pressure, uses initiative, and demonstrates a customer-focused approach.</p> <p>Excellent communication skills with both technical and non-technical stakeholders, including staff and students.</p>	<p>Supporting SQL for Applications</p> <p>Knowledge of Cyber Essentials / compliance frameworks.</p> <p>Experience with identity management, SSO, and enterprise licensing.</p> <p>Awareness of data protection (GDPR) and DSAR processes.</p> <p>Experience with monitoring, reporting, and performance metrics.</p> <p>Manager of technical team and good motivator.</p>	Certificates Interview / Technical task
Personal Qualities	Professional, reliable, and accountable. Customer-focused and collaborative, with a commitment to continuous improvement.	Co-operative Team leader Chair meetings	Interview / References
Motivation & Expectations	Customer-focused and task-oriented, with a strong focus on meeting deadlines.	Flexible & Adaptable. Meet project completion deadlines to agreed standards.	Interview and references