I.T. Operations Manager (12 month fixed-term contract) – person specification

	Criteria	Essential	Desirable
Qualifications/Professional Development	Formal education to A-Level (or equivalent)	Yes	
	Professional Certification or degree in I.T. (or equivalent)		Yes
Knowledge/Experience	Demonstrable experience managing and leading an IT support or operations team, in a complex environment	Yes	
	Strong understanding of typical school IT infrastructure, including Windows server environments, Microsoft technologies (Active Directory, Group Policy, O365/Microsoft 365), networking principles (TCP/IP, DNS, DHCP, Wi-Fi), and end-user device support (Windows and potentially macOS/iOS	Yes	
	Experience with IT service management principles (e.g., ITIL) and helpdesk ticketing systems	Yes	
	Experience with Apple products	Yes	
	Understanding of IT security best practices	Yes	
	Experience working within an independent school environment		Yes
	Familiarity with educational software or Management Information Systems (MIS)		Yes
	Experience managing virtualised environments (e.g., VMware, Hyper-V)		Yes
	Knowledge of safeguarding	Yes	

	An understanding of, and commitment to, the School's Equal Opportunities policies and a willingness to promote equality of opportunity in all aspects of the work		
Skills and abilities	Excellent problem-solving skills with strong organisational abilities	Yes	
	Ability to work autonomously and as part of a team	Yes	
	Calmness, efficiency, and the ability to work under pressure as necessary	Yes	
	Ability to develop and maintain effective relationships with all members of the school community and outside agencies	Yes	
	Excellent leadership skills	Yes	
	A proactive and hands-on management approach		
	Excellent interpersonal skills	Yes	
	Strong communication skills, both written and verbal	Yes	