

Person Specification

Post Title:	Head of Digital Services	
Department:	IT	
Salary: £55,000 per annum	Date Compiled:	17 March 2023

	Essential	Desirable
Specialist Knowledge	- Broad understanding and experience of wired and wireless networking hardware, configuration, Internet connectivity and troubleshooting. - Broad understanding and experience of firewalls, virus and threat protection, Internet filtering and similar components. - General understanding and experience of PC and server physical and virtualisation technology. - Intune, MS365 Cloud management and hybrid migration experience.	- In-depth knowledge of networking technologies and associated components; experience of network administration or management. - General knowledge of network management IP technologies. - Experience of running or managing a Windows network. - Experience of reporting from and managing large relational database systems. - Experience of managing or supporting a range of software applications. - In-depth knowledge of at least one school management information system.
Skills	- Ability to think and plan strategically. - Ability to inspire and motivate the IT team and manage its performance. - Ability to procure and tender long term service contracts (eg multi-functional devices, telephony) - Commercial acumen.	

Experience	• Substantial experience of working in IT involving the delivery of technical change projects and on-going support of existing systems. • Formulating, implementing and on-going evaluation of a successful digital strategy delivery within an organisation. • Leading a high-profile and successful delivery of a comprehensive IT strategy to streamline and overhaul the IT services offered within an organisation. • Successfully managing a multi-skilled, cross-functional team. • Proven track record of successful project management and delivery of technical change. • Management or implementation of hardware and software business continuity arrangements. • Management of a significant annual IT budget • Excellent knowledge of the Microsoft Cloud and desktop environments. • Introducing, managing or supporting cloud-based technologies in an organisation.	• Significant experience of working in the Education Sector in general or schools in particular. • Introducing, managing or supporting mobile and/or tablet technologies in an organisation. • Running or managing a large, organisation-wide Information Management System (e.g. iSAMS or SIMS in education, SAP or Oracle in industry etc.) • Management of the IT support function within an organisation. • Experience of working on or managing a customer-focussed service desk and hands on installation of hardware.
Personal attributes	• Excellent and proven collaborative leadership qualities with an ability to turn strategy into practice. • Excellent communication skills (written and oral) with the ability to communicate technical matters effectively and in a way that is understood by non-IT specialists. • Calm under pressure and able to prioritise multiple conflicting requirements. • Able to work flexibly to meet the requirements of the post, including occasional evening and weekend work in term-time. • Ability to manage user expectations to positive outcomes. • Ability to motivate staff and build team reputation.	



Qualifications	• Honours degree in a Computing-related discipline or significant relevant experience in Industry or Education.	• Project Management certification (PRINCE2, Agile, ITIL etc). • Microsoft or equivalent approved technical qualifications.
Person Specification drawn up by:	Chief Operating Officer	Date: 17 March 2023
Approved for department by:	Human Resources	Date: 17 March 2023