

# EMPLOYEE SPECIFICATION ICT SUPPORT MANAGER

## NOTE

The Employee Specification should clearly describe the skills/abilities/personal qualities needed to undertake the duties of the post. It should be agreed by the Panel and provide the yardstick for shortlisting and assessment at interview.

## GUARANTEED INTERVIEW

Under the **Equality Act 2010**, any disabled applicant who meets the essential requirements for a vacancy should be offered a guaranteed interview.

ATTRIBUTES	ESSENTIAL REQUIREMENTS	DESIRABLE REQUIREMENTS
<b>PROFESSIONAL/ EDUCATIONAL QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>Degree or professional qualification (MCSE), in Information Communications Technology related discipline. Exceptionally other related qualifications will be considered along with proven experience in a multi-platform Information Communications Technology Network management role.</li> </ul>	
<b>PARTICULAR SKILLS/ ABILITIES</b> (eg technical ability, computing skills, other work related skills)	<ul style="list-style-type: none"> <li>Management and support of network infrastructure.</li> <li>Security, helpdesk support, ICT training &amp; management of support staff.</li> <li>VMWare SAN management experience.</li> <li>Microsoft Server management &amp; configuration.</li> <li>Microsoft Exchange management &amp; configuration.</li> <li>Active Directory management &amp; configuration.</li> <li>Able to use analytical tools, techniques and approaches to successfully gather, synthesize, organize and present information/evidence, including identifying and categorizing risks, opportunities and impacts, to a professional standard.</li> <li>Communicating complex processes and issues effectively and professionally.</li> <li>Engaging effectively with managers and colleagues at all organisational levels.</li> <li>Participating in and leading multi-disciplinary groups.</li> </ul>	<ul style="list-style-type: none"> <li>An understanding of PSN architecture.</li> <li>Experience of cloud or hyper- convergence technology.</li> </ul>
<b>RELEVANT WORK/ OTHER EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Minimum 5 years in multi platform Information Communications Technology Network management role.</li> <li>Staff supervision experience.</li> </ul>	<ul style="list-style-type: none"> <li>Experience of planning/implementing major technology/infrastructure projects.</li> </ul>
<b>PERSONAL QUALITIES</b> (eg inter-personal skills, attitude, adaptability, motivation, presentation)	<ul style="list-style-type: none"> <li>Multi-task, organise, prioritise and progress a dynamic workload.</li> <li>Contribute successfully to and where required, play a leading role in co-ordinating, a team of specialist officers or partnership with other professionals.</li> <li>Work collaboratively in a team environment and build effective working relationships with others.</li> <li>Being Customer/Client Focused.</li> </ul>	
<b>ANY ADDITIONAL JOB RELATED REQUIREMENTS</b> (eg ability to work irregular hours, shifts)		<ul style="list-style-type: none"> <li>Be prepared to be flexible and or work additional hours at times of peak workload.</li> </ul>