Minster Trust for Education

Person Specification

IT Operations Team Leader

A Person Specification defines the required qualifications, knowledge, skills and qualities of the staff sought by Minster Trust for Education (MITRE) Trustees in the recruitment and selection process.

All members of staff employed by MITRE must support and promote the Trust's aims:

1. Raising the aspiration of all within MITRE to achieve the very best for all members of its learning communities.
2. Working within MITRE and with the wider community to design and deliver an inclusive, innovative and stimulating curriculum for children.
3. Creating a culture and environment where safeguarding and wellbeing are paramount.
4. Developing and nurturing a collective approach to raising achievement through appropriate challenge and support and a commitment to early intervention.
5. Providing a teaching and learning environment and culture where all feel safe to take measured risks in order to learn and grow.
6. Equipping and developing all professionals engaged in delivering the curriculum with excellent knowledge and skills, through high quality leadership and management so that we grow highly effective staff at all levels to ensure there is strength across the Trust.
7. Sharing our teaching and learning environments whilst enabling each school to develop its own culture, beliefs and ethos as appropriate within the overall MITRE framework.
8. Maximising opportunities to share outstanding resources that underpin the teaching and learning environments across MITRE.
9. Creating development plans (Trust and school) to support the strategic vision which is agreed, shared and consistently applied across MITRE.
10. Ensuring Church Schools are run in accordance with the principles and practices of the Church of England.

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ATTRIBUTES	REQUIREMENTS	
	Essential	Desirable
Education and Training	• Evidence of sound level of general education, including GCSE English and Maths (A*-C) or equivalent (Level 2 Basic Skills Literacy/Numeracy). (W, D)	• Relevant IT qualifications to support the technical skills and knowledge required for the role. (W, D)
Experience	• Experience providing technical support to end users with varying levels of ability, both in person and remotely. (W, I) • Experience managing an IT service desk (W, I) • Experience in planning large scale changes to IT systems from initial design and specification through to ongoing support. (W, I) • Experience creating and updating documentation such as end user guides and procedures for IT staff. (W, I) • Experience with managing contracts and working with external suppliers. (I) • Experience managing multiple projects of various sizes concurrently, and effectively communicating progress with all stakeholders. (W, I) • Experience organising work for self and others in a high-pressure service environment and reliably meeting high expectations. (W, I)	• Experience of providing IT support in an education environment. (W)

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Knowledge and Skills	• Excellent knowledge and experience working with Microsoft technologies (Windows 10, Windows Server 2016/2019). (W, I) • Management of server environments (Active Directory, Group Policy, SCCM/MDT, permissions, anti-virus, updates). (W, I) • Experiencing working with networking technologies (Switching, Firewalls, Wi-Fi, VPN etc). (W, I) • Experience of administering Microsoft Office 365 and/or Google G Suite platform(s). (W, I) • Experience of managing web filtering solutions. (W, I) • Experiencing managing backup and restoration solutions. (W, I)	• IT experience at 3rd line level. (W) • Experience working with education-based systems (including SIMS management information system). (W) • Knowledge of scripting/automation with PowerShell. (W)
Personal Qualities	• High degree of integrity (I) • Personable, adaptable, customer focussed (I) • Strong commitment to personal development and team development (I) • An understanding of the confidential nature of aspects of the role (I) • Ability to communicate effectively both written and orally (I) • Ability to prioritise and organise work effectively, work to strict deadlines and remain calm under pressure (W) • Ability to resolve complex problems using your own initiative. (W) • Ability to convey technical problems to non-technical staff (I)	• Ability to work with and manage third party contractors. (W) • Ability to mentor junior team members. (W, I)

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Other Conditions	• Set a good example of professional standards and abide by Code of Conduct (I). • Must satisfy relevant pre-employment checks (D). • This post will involve contact with vulnerable groups (children, young people and/or adults) and is therefore exempt from the Rehabilitation of Offenders Act 1974 and subject to an Enhanced DBS check (D).	
Equal Opportunities and Safeguarding	• Commitment to equal opportunities. (I). • Commitment to safeguarding students with full adherence to child protection and safeguarding policy and staff codes of conduct (I). • Must be able to recognise discrimination in its many forms and be willing to put equality policies into practice (I).	

Evidence key: Written Application (W), Documentary evidence (D), Interview/assessment (I)

Note: Where the requirements are 'Essential' and marked as evidenced by your written application (W) – **if your written application does not state how you meet the essential criteria, you will not be shortlisted.**