

PERSON SPECIFICATION

Senior Information Services Manager

	Essential	Desirable
QUALIFICATIONS Advanced IT qualifications, such as CompTIA Advanced Security Practitioner (CASP+), Microsoft Certified: Azure Solutions Architect or equivalent. Networking certifications such as HPE Aruba Networking Professional, Cisco Certified Network Professional (CCNP) or equivalent experience. Formal training or certification in Jira Service Management administration. Educated to at least degree Level or equivalent vocational experience ITIL Practitioner or advanced IT Service Management qualification.	 *	 * * * *
EXPERIENCE Significant experience in a Third Line ICT Support role or similar senior technical position. Demonstrable leadership experience, including team management and mentoring. Proven time and resource management experience including project management Advanced expertise with Microsoft frameworks and platforms including Azure, Microsoft 365, Intune and Windows Server. Proven experience with networking infrastructure including configuration and troubleshooting of firewalls, switches, routers and wireless systems. Hands-on experience managing and maintaining education Management Information Systems (MIS) such as Arbor or similar applications.	 * * * * * *	

	Essential	Desirable
Administration and optimisation of Jira Service Management or similar Service Management tools.	*	
Track record of leading technical projects, such as network upgrades, system migrations or application rollouts.	*	
Previous experience working in an educational environment or Multi Academy Trust.	*	
Experience integrating MIS systems with other platforms or tools.	*	
Clean driving licence	*	
KNOWLEDGE, SKILLS & PERSONAL QUALITIES		
Expert-level knowledge of Active Directory, Group Policy and Azure Active Directory.	*	
Ability to lead and motivate a team effectively, fostering collaboration and professional growth.	*	
High attention to detail and organizational skills to manage workloads and meet deadlines.	*	
Strong networking skills, including VLANs, VPNs, DNS, DHCP and advanced troubleshooting techniques.	*	
Proficiency in configuring and maintaining MIS applications (e.g., Arbor), including reporting and user management.	*	
Advanced knowledge of Jira Service Management administration, including workflows and automation.	*	
Scripting and automation skills (e.g. PowerShell, Python) for task automation and system enhancements.	*	
Comprehensive understanding of ICT security principles, data protection regulations and safeguarding protocols.	*	
Clear, effective communication skills for both technical and non-technical stakeholders.	*	
Knowledge of cloud-based network solutions and integration.	*	
Experience with project management tools or methodologies (e.g. Agile, PRINCE2).	*	

	Essential	Desirable
Analytical and critical thinking abilities to identify root causes and implement effective solutions.	*	
Strong organisational and time management skills with the ability to handle competing priorities.	*	
A proactive, self-motivated approach with a commitment to delivering high-quality results.	*	
Willingness to mentor and support junior colleagues within the ICT support team.	*	
Flexibility and adaptability in a dynamic multi-site environment.	*	
Enthusiastic about leveraging technology to enhance educational outcomes.	*	
Eager to embrace innovation and stay updated with emerging technologies.	*	

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