

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.	*	



Authentic Education Group

Fay MacRitchie, Chief Executive Officer

Alison Beane, Chair of Trustees

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	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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