

**Trust Lead for IT Person Specification**

<b>Education and Training</b>	<b>Essential</b>	<b>Desirable</b>
GCSE Grade C/4 or equivalent in English and Mathematics.	✓	
Academic background in Computer Science, IT, or a related technical field.	✓	
Educated to Degree level or equivalent.		✓
Holds professional IT certifications (e.g., Microsoft Certified: Enterprise Administrator Expert, Identity and Access Administrator, MCSE, CCNA, ITIL).		✓
Evidence of continuous professional development (CPD) and training in technical management.		✓
<b>Experience</b>		
Demonstrable experience in leading or supervising an IT support function.	✓	
Experience in the use of computerised data systems and managing enterprise cloud environments.	✓	
Previous experience providing analytics solutions and improving overall business and strategy by understanding business needs.	✓	
Track record in delivering successful, multi-site infrastructure projects on time and supporting educational organisations in order to achieve results.	✓	
Working in a senior role within a proactive IT support environment.	✓	
Proven experience managing and configuring Microsoft 365 tenant environments, including Exchange Online, SharePoint, and Teams.	✓	
Experience of working within an educational environment or a Multi-Academy Trust.		✓
Previous and current experience of working to a similar level within a busy, proactive IT function.		✓
Experience of Advanced SQL / MySQL and writing database queries.		✓
Experience using Bromcom or a similar school MIS.		✓
Experience of Business Information (BI) systems and Microsoft Power BI.		✓
Experience of, and commitment to, continuous improvement and the ability to act as a change agent.		✓
Experience in establishing governance frameworks, privacy assessments, or infrastructure readiness for AI tools and automated workflows within an organization.		✓
Experience in administering and managing Google Workspace for Education (or Enterprise), including user management, Chromebook provisioning, and core app configuration (Drive, Gmail, Classroom).		✓
<b>Knowledge, aptitudes and abilities</b>		

Advanced working knowledge of core IT networks, routing, and server infrastructure.	✓	
Excellent numeracy skills and the ability to analyse quantitative and qualitative data.	✓	
Effective planning and project management skills with the ability to set and work to deadlines.	✓	
Strong written, oral, and interpersonal communication skills, including presentation skills, to build relationships across all levels.	✓	
Excellent influencing and interpersonal skills with people at all levels, internally and externally.	✓	
Proven experience in configuring, deploying, and troubleshooting devices within enterprise Windows and macOS environments.	✓	
Advanced working knowledge of Windows Server/Desktop operating systems and macOS, including cross-platform integration and Endpoint Management (e.g., Microsoft Intune, Jamf, or similar MDM solutions).	✓	
Demonstrated ability to manage in user lifecycle management and access control using Active Directory (AD) and Microsoft Entra ID (formerly Azure AD).	✓	
Deep technical understanding of hybrid identity architectures, Core AD services (Group Policy, DNS/DHCP), and Entra ID governance (Conditional Access policies, Multi-Factor Authentication, and Single Sign-On).	✓	
Advanced MS Excel and complex database data manipulation skills.		✓
In-depth knowledge of educational technical standards, statutory GDPR, and child protection filtering requirements.		✓
The ability to engage, conduct diagnosis, analyse findings, generate options, and build commitment to solutions.		✓
A strong foundational understanding of AI ethics, data protection risks associated with Large Language Models (LLMs), and cloud-based AI integrations.		✓
Functional knowledge of Google Workspace administration, security settings, and data migration/integration with Microsoft environments.		✓
<b>Personal qualities, skills and characteristics</b>		
A strong commitment to the Trust's core values (Excelling, Creating, Caring) and ethos.	✓	
Commitment to support the Trust's agenda for safeguarding, equality, and diversity.	✓	
A flexible approach, high integrity, sharp attention to detail, and a strong work ethic.	✓	
Commercially astute, articulate, technically strong, and an influential negotiator for vendor contracts.	✓	
High integrity with an ethically sound approach to building internal and external relationships.	✓	
Resilient, solution-focused mindset capable of managing technical crises.		✓
<b>Special Requirements</b>		
Full UK driving licence and access to a vehicle are required.	✓	

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