

Person Specification

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| Post | IT Operations Manager |  | Dept | IT Services |
| Grade | MS 2-7 |  | Ref No | 089-24 |

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| Education / Training | Criteria Essential (E)  Desirable (D) | Measured By  Interview (I)  Application (AF)  Assessment Ctre (AC)  Presentation (P) |
| A degree or equivalent in a relevant field  Appropriate levels of numeracy and literacy (at least Grade C/4 or higher in English and mathematics at GCSE level or equivalent)  Industry relevant qualifications | E  E  D | AF  AF  AF |
| Relevant Experience |  |  |
| Significant experience of working in an IT environment serving a large user base.  Experience of working in a customer-focused environment  Experience of leading and/or managing staff  Experience of planning and developing new services  Experience of working with a range of agencies and organisations  Experience of developing strategic digital plans | E  E  E  E  E  E | AF/I  AF/I  AF/I  AF/I  AF/I  AF/I |
| Relevant Knowledge/ Skills & Aptitudes |  |  |
| Strong technical background which covers software technologies, networking, operating systems, security and applications  Highly effective verbal and written communication skills to meet the needs of the post (one to one, staff/group meetings, management meetings) and the ability to communicate effectively with staff at all levels of the College.  Highly effective leadership and management skills and behaviours  Highly motivated towards a high quality, customer focused service  Ability to plan own workload, and that of others and identify priorities  Ability to deal with a high level of pressure  Ability to diagnose problems and find innovative solutions  Ability to motivate staff  Ability to build effective working partnerships with colleagues, internal departments and external organisations  Self-motivated with a high level of personal drive  Flexibility to ensure that action is taken to maintain high levels of availability of services if necessary.  Extensive knowledge of a Windows networked environment and Active Directory and Azure Active Directory  Experience of administering and using a VMWare Infrastructure and VMWare VDI  Experience of maintaining IT and digital communication infrastructure, including wireless and LAN networks  Experience of assessing and Implementing security improvements and determining security violations and inefficiencies  Ability to develop software, utilise new products or adapt existing software to benefit the College | E  E  E  E  E  E  E  E  E  E  E  D  D  D  D  D | AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I |
| Special Requirements | E / D | Measured By |
| The successful post holder would be expected to have a flexible approach to their work, to work evenings and weekends as and when required.  The successful applicant will need to have a DBS check to work in the College environment.  The post holder would be required to demonstrate an ability to discretion and maintaining confidentiality  Must be willing to undertake appropriate training and development in order to meet the requirements of the college.  Awareness of health and safety requirements.  Commitment to the principles of valuing diversity and equal opportunities.  Bolton College is committed to safeguarding and promoting the welfare of young people and vulnerable adults and expects all staff and volunteers to share this commitment.  The post holder would be expected to demonstrate a commitment to developing their knowledge and understanding of Further Education, including funding arrangements, student related processes and the quality framework. | E  E  E  E  E  E  E    E | AF / I  AF / I  AF / I  AF / I  AF / I  AF / I  AF / I  AF / I |