

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 ByInterview (I)Application (AF)Assessment Ctre (AC)Presentation (P) |
| A degree or equivalent in a relevant fieldAppropriate levels of numeracy and literacy (at least Grade C/4 or higher in English and mathematics at GCSE level or equivalent)Industry relevant qualifications | EED | AFAFAF |
| Relevant Experience |  |  |
| Significant experience of working in an IT environment serving a large user base.Experience of working in a customer-focused environmentExperience of leading and/or managing staffExperience of planning and developing new servicesExperience of working with a range of agencies and organisationsExperience of developing strategic digital plans  | EEEEEE | AF/IAF/IAF/IAF/IAF/IAF/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 behavioursHighly motivated towards a high quality, customer focused serviceAbility to plan own workload, and that of others and identify prioritiesAbility to deal with a high level of pressureAbility to diagnose problems and find innovative solutionsAbility to motivate staffAbility to build effective working partnerships with colleagues, internal departments and external organisationsSelf-motivated with a high level of personal driveFlexibility 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 DirectoryExperience of administering and using a VMWare Infrastructure and VMWare VDIExperience of maintaining IT and digital communication infrastructure, including wireless and LAN networksExperience of assessing and Implementing security improvements and determining security violations and inefficienciesAbility to develop software, utilise new products or adapt existing software to benefit the College | EEEEEEEEEEEDDDDD | AF/IAF/IAF/IAF/IAF/IAF/IAF/IAF/IAF/IAF/IAF/IAF/IAF/IAF/IAF/IAF/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 confidentialityMust 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. | EEEEEEE E | AF / IAF / IAF / IAF / IAF / IAF / IAF / IAF / I |