

IT & Communication Services Manager

Person Specification

FACTORS			CRITERIA	MEANS OF ASSESSMENT		
				Application	Reference	Interview
Education and Professional Qualifications	Essential	A	A1. GCSE or equivalent qualification in Mathematics and English at Grade C or above	x		
	Desirable	B	B1. MCSE qualified.	x		
Experience/ Training	Essential	C	C1. 5 years + experience working in a support team at a senior level in a Windows Server environment.	x		X
			C2. 2-3 years experience of managing an IT service provision.	x		x
	Desirable	D	D1. Experience of working in a Legal environment.	x		x
			D2. Experience of case management systems such as DPS.	x		x
			D3. Previous involvement in Business Continuity Planning	x		x
Specific aptitude and abilities	Essential	E	E1. Customer / client focused	x		x
			E2. Well organised			x
			E3. Able to work to tight deadlines			x
			E4. Good communication skills including written communication	x		x
			E5. Proactive approach and ability to adapt to change.			x
			E6. "Can do" positive attitude			x
	Desirable	F	~			
Interpersonal skills	Essential	G	G1. Good people skills and team experience.	x	x	x
			G2. Able to use own initiative			x
			G2. Able to earn respect from others		x	x
	Desirable	H	~			

Special factors	Essential	I	11. Excellent attention to detail	x		x
			12. Reliable		x	x
			13. Enthusiastic		x	x
			14. A flexible approach to work			x
	Desirable	J	~			