PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge, and abilities that are needed to fulfil this role are set out below.

Job Title: Assistant Director (IT Service Delivery) **Department:** IT

	Essential	Desirable	Tested by Application Form/Interview/Test
Knowledge, Education, Qualifications and Training			
Good level of education to a minimum Degree-level or equivalent experience	X		Application form/Certificates
Master's degree in a related field		X	Application form/Interview
ITIL Foundation accredited		X	Application form/Interview
Experience of the FE/HE sector		X	Application form/Interview
Skills and Abilities			
Demonstrated IT experience and proficiency in multiple disciplines/technologies/processes related to the position including development, implementation, and maintenance of large-scale integrated systems across multiple hardware and software platforms	X		Application form/Interview
Experience as an IT Solutions leader at Senior Management level with an understanding of business strategic direction within the Higher Education sector and future requirements	X		Application form/Interview
Substantial experience in IT service delivery, project, application and support teams and/or significant complex projects; Proven track record of designing, building and testing n-tier, multi-client, multi- platform infrastructure services. Excellent knowledge of Systems Development Lifecycle and appropriate methodologies e.g. waterfall, spiral, RUP, Agile.	X		Application form/Interview

Substantial experience in the creation and delivery of Customer Service strategy and IT end-user experiences	X		Application form/Interview
Driving best practice ITIL based service delivery – Change, Incident and Problem Management	X		Interview
In depth, architect level technical knowledge backed up by leadership and commercial instinct and the ability to influencing and proactively managing positive relationships with suppliers	X		Interview
Excellent writing and technical documentation skills are essential - Strategic, Proposal, Technology & Project Papers	X		Interview
Expertise			
Excellent stakeholder management skills and influencing, persuading and negotiating at all levels	X		Interview
Technical knowledge within a range of; Infrastructure, Compute & Storage, Network, Databases, Telephony, Virtualisation, Private / Public Cloud, Backup and Disaster recovery technologies	X		Interview
Team development skills and experience in mentoring others in a leadership role, nurturing talent	X		Interview
Information Security & Data Protection Legislation	X		Interview
IT incident response and problem management	X		Interview
IT specific Disaster Recovery planning, testing and implementation		X	Interview
Public sector procurement and purchasing legislation including IT specific frameworks		X	Interview
Other requirements Occasional scheduled & unscheduled out of hours work	X		Interview