

Person Specification - IT MANAGER

| | Essential | Desirable |
|-----------------------------------|---|--|
| Qualification | <ul style="list-style-type: none"> • Relevant Degree or equivalent | |
| Experience & Knowledge | <ul style="list-style-type: none"> • Hands on knowledge of the procedures used in the installation, modification maintenance and repair of IT hardware and software • Experience managing a small team • Office 365 • Good LAN / WAN / WIFI knowledge and experience of TCP / IP protocols • Good working knowledge of major networking components, network operating systems and basic computer hardware components • Windows 10 desktop with broader knowledge of legacy Windows systems. • Ability to design technical solutions based on business requirements. • Project Management experience | <ul style="list-style-type: none"> • Change management. |
| Specific Skills | <ul style="list-style-type: none"> • Mitel Telephony • SQL Server • Azure • Active Directory • Ability to work independently and as a part of a small internal IT team. | |
| Personal Qualities | <ul style="list-style-type: none"> • Excellent relationship management skills • Highly organized and focused • Keen eye for detail • Ability to work to tight deadlines and a flexible 'can-do' attitude. • Able to interact in an understanding and empathetic manner with care home staff and residents • Technically competent and | |

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| | highly motivated | |
| Greensleeves Care Values | Ability to demonstrate understanding and apply our workplace values. These are embedded in all roles and applicants must evidence their values. 1) Respect - You treat residents and colleagues with dignity and value their unique life experiences and personal contributions. 2) Openness - You act openly and honestly, building confidence in our intentions and behavior. We choose words and actions that are sincere, not misleading. 3) Responsibility - You are committed to meeting the needs of others and behave responsibility towards residents and colleagues, being careful of the choices we make. | |