



ACRO in Action



Job Profile



Ben Miller

Job Title: IT Manager

Job Profile: IT Managers are responsible for all computers and devices on a network. They ensure everyone using the system can do what they need to do while fixing any problems that might occur. They also look after the purchasing, installation and removal all IT equipment.

Subjects: Computing, Maths

Key Skills

A ttitude	Self-Knowledge, Belief, Confidence: Having a calm, professional and approachable manner is key so people feel confident in your abilities. When something is broken it's important to think in a logical way to fix the problem and not to guess.
C reativity	Problem Solving: Sometimes solutions are not obvious and require you to think outside the box. There are usually a number of ways to fix
R elationships	Working with Others: Working with people is a big part of the role. Whether this is your users, customers, suppliers, support teams or other officials. Contact is made in various way either in person, phone, email, chat, or video conferencing.
O rganisation	Planning: Delivering projects requires key organisational skills. Typically one thing can't be done until another action is completed. You need to be able to look at and prioritise tasks depending on the impact it may have or the date that it is required by. Networks and IT systems are all laid out in a structured and logical way, and if they are not, they

What I love about my job: Working with different people, fixing problems, using a variety of equipment and software.