PERSON SPECIFICATION

1ST LINE IT SUPPORT TECHNICIAN

	Essential	**Desirable**
Qualifications	● Grade 5 or above at GCSE (or equivalent in) English and Maths ● Driving Licence – Full and clean ● Business Insurance ● Use of own car	● ECDL, NVQ Level 3 or equivalent
Knowledge and Experience	● Installation and maintenance of Microsoft Windows 11/10 ● Use of Microsoft Windows 2016/2019 Active Directory ● Experience of Microsoft Group Policy Management ● Use of Microsoft Print Management	● Creation of Windows 11/10 images using Microsoft Deployment Toolkit (MDT) ● Use of Microsoft Windows Server Update Services (WSUS) ● Use of DNS ● Use of DHCP ● Use of Microsoft 365 Admin Console and Microsoft Endpoint Manager ● Experience of MacOS
Personal Attributes	● Willingness to work flexible hours on occasions ● Trustworthy and reliable	
Skills	● Excellent organisational skills with good attention to detail ● Ability to document technical findings and solutions ● Good communication skills both written and oral ● A desire to learn and develop personally ● Ability to work effectively in a team	● Ability to work on own initiative, plan, organise and determine priorities when required

	● Good time management ● Good sense of humour ● Ability to keep calm in a pressured environment ● A 'can do' attitude	