GLF Schools - Person Specification

Job Title: Regional IT Technician		
	Essential	Desirable
Education and Qualifications		
Educated to secondary level (GCSE/BTEC)	✓	
Educated to college level (A LEVEL/BETC)	✓	
Relevant professional qualifications (e.g. ITIL, PRINCE2)		✓
Record of continued professional development		✓
Experience		
Diagnosis and resolution of software issues with current Microsoft Windows Desktop and Server operating systems	✓	
Diagnosis and resolution of software issues with VMWare and associated technology		✓
Supporting enterprise-level hardware, such as layer 3 networking devices or storage area networks etc.		✓
Working in a comparable role in a similar capacity	✓	
Building relationships with end users		✓
Deployment of software applications using deployment tools		✓
Working to standard processes and updating documentation	✓	
Working within a large team of multi-skilled IT professionals	✓	
Working following a standard methodology, such as ITIL		✓
Experience of delivering training to a range of audiences		✓
Knowledge and Skills		
A strong understanding of hardware devices including desktops, laptops, printers, wifi and switches	✓	
Knowledge of networking, such as IP addressing, DHCP, DNS		✓
Strong verbal and written communication skills	✓	
Knowledge of ITIL		✓
Knowledge of Microsoft products inc. Windows client and server, Intune and Office 365	✓	
Knowledge of Google Apps for Education and G-Suite		✓
Knowledge of VM hypervisors. E.g. VMWare / Hyper-V		✓
Personal Attributes		
Strong team player	✓	
Excellent communication skills	✓	
Positive 'can-do' attitude	✓	
Flexible and adaptable to evolving situations	✓	
Detail-orientated	✓	
Ability to proactively manage a dynamic schedule		
Safeguarding		
GLF Schools is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. The successful candidate will have to meet the person specification and will be required to apply for a DBS disclosure. We particularly welcome applicants		

from under- represented groups including those based on ethnicity, gender, transgender, age, disability, sexual orientation or religion.