Digital Learning Support Technician

Person Specification

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| --- | --- | --- | --- | --- | --- |
|  | Essential | Desirable | Assessed via |  |  |
| **Qualifications** | | | | | |
| A good standard of written and spoken English and Numeracy. GCSE pass grade C or above (or equivalent) in maths, English and ICT is an advantage | ✓ |  | Application form and interview  Certificates if appropriate |  |  |
| Further study in Computing or equivalent qualifications or substantial experience. |  | ✓ |  |  |
| **Experience** | | | | | |
| Experience of working in an IT team. This might include day to day systems management, organisation and continual professional development. |  | ✓ | Application form and interview |  |  |
| Experience of giving technical advice/guidance and support and explaining complicated matters to others, appropriate to their level of their understanding. Experience of some systems management. | ✓ |  | Application form and interview |  |  |
| Experience of managing or supporting a large network, preferably within an educational environment. |  | ✓ | Application form and interview |  |  |
| Experience of designing and delivering training material to all staff, to improve digital literacy and/or use of different IT hardware/software. |  | ✓ | Application form and interview |  |  |
| Experience of contributing to IT strategies, plans, policies, procedures and processes to ensure IT use is effective and efficient taking into account new technologies and anticipating potential future demands on IT systems. |  | ✓ | Application form and interview |  |  |
| **Knowledge and Skills** | | | | | |
| Experience supporting and/or managing network and desktop hardware and services which should include **some** of the following.   * LAN configuration and IP addressing * Server build and/or support * Desktop build and/or support * Switches and switch configuration * Internet connectivity and associated hardware/services * Google Workspace for Education | ✓ |  | Application form and interview |  |  |
| Working knowledge which should include **some** of the following:   * Wired and wireless networks, * Internet connectivity, firewall and web filtering * Mobile device management and BYOD * Remote access * Virtual server environment management * Active Directory / Group Policy * Deployment of device images using a variety of software and Operating Systems * Data backup management software * iPad Management and deployment * Chromebook Management and deployment | ✓ |  | Application form and interview |  |  |
| **Role specific** | | | | | |
| Effective and persuasive communicator both verbally and in writing, with the ability to communicate complex messages to different groups, particularly non-technical staff, using a variety of methods. | ✓ |  | Interview |  |  |
| Clear understanding of the required professional standards such as data protection, network security and back-up procedures as well as knowledge of new IT trends and an awareness of how these can be utilised within a school environment. | ✓ |  | interview |  |  |
| Ability to problem solve and provide solutions to any problems relating to IT, media and communications technology. | ✓ |  | interview |  |  |
| Ability to lead on new IT initiatives in the school and to develop solutions within existing parameters to improve the functioning of the IT provision. |  | ✓ | Interview |  |  |
| Demonstrate understanding of safeguarding procedures relating to the role. Demonstrate a commitment to promoting the welfare and safeguarding of children and young people. | ✓ |  | interview |  |  |
| **Personal Qualities** | | | | | |
| A willingness to put our students' needs at the centre of the employees work. | ✓ |  | interview |  |  |
| Excellence record in both attendance and punctuality. | ✓ |  | Reference |  |  |
| Able to work well with a strong, highly experienced leadership team. | ✓ |  | Interview  task |  |  |
| The ability to challenge, support, inspire and develop staff. | ✓ |  | interview |  |  |
| A willingness to get stuck in and help colleagues at all times; takes a very direct and hands-on approach to work where appropriate – unafraid to step in to achieve outcomes. | ✓ |  | Interview |  |  |
| A commitment to own continued professional development. | ✓ |  | Interview |  |  |
| An excellent communicator, both in person and in writing, with highly developed interpersonal skills and emotional intelligence. | ✓ |  | Interview |  |  |
| Resilient. Able to meet demands of a challenging high pressured environment and deal with emergencies when required | ✓ |  | interview |  |  |
| Positive, proactive, and flexible with a ‘can do’ attitude. | ✓ |  | interview |  |  |
| Physically able to undertake all aspects of the role | ✓ |  | interview |  |  |
| A great attention to detail, and rigorous approach in all matters. | ✓ |  | interview |  |  |
| Well-groomed and presented in line with the requirements of the role. | ✓ |  | interview |  |  |
| A Commitment to ensure services are accessible and appropriate to the diverse needs of the school. | ✓ |  | interview |  |  |