**Person Specification – IT Support Technician**



*The successful candidate will be suitably qualified with a breadth of relevant experience and capable of* *inspiring trust and confidence across a diverse range of students, staff and parents.*

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|  | **Essential** | **Desirable** |
| **Qualifications** | Good general education, with GCSEs or equivalent in English and Maths | Relevant qualifications |
| Recognised and relevant IT qualifications | Safeguarding training  qualification |
| Knowledge of Core IT technologies / | Cyber security training |
| An understanding of the importance of  Safeguarding within a school setting |  |
| **Relevant Experience** | Experience working in an IT environment | Experience of working in an IT environment within  an Educational setting |
| Experience of working with key software such as:     * Windows operating systems * M365 applications * Microsoft Intune * Microsoft Endpoint Manager * Apple Technologies * Backup solutions * Anti-virus software * Safeguarding applications * Help Desk System * Follow-me-printing or similar systems |  |
| Experience of maintaining, installing, implementing & troubleshooting a range of IT hardware and software systems. |  |
| Familiarity with network servers and WiFi installations |  |

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| **Knowledge and understanding** | Understanding of the fundamentals of  IT for IT infrastructure |  |
| Understanding of cloud systems and best practices |  |
| Robust knowledge of cyber security. |  |
| Knowledge of Core IT technologies e.g. configuring and supporting the current Windows desktop, operating systems deployed in the Trust |  |
| **Skills and aptitudes** | Ability to perform root cause diagnosis and develop technical solutions |  |
| Excellent time management, organisational and administrative skills |  |
| Demonstrate the ability to produce clear and well-formatted documents |  |
| Be able to demonstrate excellent communication skills, both written and verbal |  |
| A strong client focus and the desire to assist others |  |
| Ability to work with tact and diplomacy and maintain confidentiality |  |
| Ability to work under pressure to prioritise and meet deadlines |  |
| Initiative and ability to work without direct supervision, taking responsibility for tasks, prioritising and scheduling  your own work |  |
| Ability to be a self-starter, work in a team and deliver agreed objectives |  |
| Identify and undertake personal development opportunities and suggest personal development targets |  |

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| **Special Requirements** | Hold a current full UK driving Licence and have access to a vehicle |  |
| Enhanced DBS clearance |  |
| Compliance with all School and Trust policies |  |
| Safeguarding and promoting the welfare and success of all students and young people. |  |
| The implementation of equal opportunities practice. |  |
| Promoting the stated aims and policies |  |

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