**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

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| 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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