Holyhead

Teach What Matters

Holyhead School Person Specification

Post: IT Support Technician

Area	Essential	Desirable
Qualifications	● A – C grades in English, Maths and Science at GCSE	● A degree in computing ● Further industry standard professional qualifications
Knowledge & Experience	● Experience of providing technical support in Schools or Academies ● Working knowledge/experience of Active Directory, Group Policy, Office 365, Google Workspace, Hyper-V, Windows Deployment Services, Window Server Update Services, Smoothwall ● Good working knowledge of firewalls, Web Filtering & Internet Security software ● Ability to troubleshoot simple and complex problems effectively ● Ability to work accurately and to deadlines ● Ability to effectively prioritise and execute tasks in a high-pressure environment	● Working knowledge of Mac OSX and Linux is beneficial ● Experience of working with third parties ● Good LAN WAN WiFi knowledge and experience of TCP IP protocolsG ● Good working knowledge of major networking components, network operating systems and basic server hardware components
Personal Qualities	● Commitment to and belief in equal opportunities ● Possess professional integrity ● Commitment to academic and personal excellence ● Using effective verbal, written and interpersonal skills to communicate confidently at all levels, whilst maintaining good working relationships with a diverse range of people ● Ability to think strategically and to work collaboratively as well as independently ● Ability to prioritise and make decisions efficiently ● Determined problem solver	

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