

# Person Specification

## Central Team ICT Technician

Criteria	Essential	Desirable
<b>Qualifications</b>		
Suitable IT qualifications and/or previous experience in support and maintaining IT services	X	
Experience working with Windows 10/11	X	
Completion of Level 3 apprenticeship in IT		X
Microsoft certification		X
Degree level qualification		X
<b>Experience</b>		
Experience of working within an IT support environment	X	
Experience of working with IT hardware and ability to diagnose and repair faults	X	
Experience of Active Directory and User Management	X	
Experience of working with email communication platforms	X	
Experience of working with A/V equipment i.e. Interactive screens, projectors, VOIP phones	X	
Experience of working within education		X
VMWare Experience		X
M365 administration experience		X
Aruba Central/HP Networking experience		X
Experience of working within a server and networking environment		X

<b>Knowledge and Skills</b>		
In depth knowledge of IT technologies	X	
Microsoft Operating Systems	X	
Microsoft Office	X	
Active Directory Services	X	
Awareness of networking technologies	X	
M365 Platform – Teams, Sharepoint, Intune, Exchange		X
IT Infrastructure – servers, networking equipment, VLANs, WiFi		X
<b>Other Requirements</b>		
Ability to work under pressure, displaying patience and understanding	X	
Desire to work within education, supporting teaching and learning	X	
Ability to work on own initiative, using aptitude to problem solve	X	
Full driving licence		X