



PERSON SPECIFICATION - IT SUPPORT TECHNICIAN

Attributes	Essential	Desirable
Education and Qualifications	<ul style="list-style-type: none">• NVQ Level 4 or equivalent• Evidence of appropriate Professional Development• Willingness to continue Professional Development	<ul style="list-style-type: none">• Degree or equivalent in Computer Studies• MCSE/A
Experience	<ul style="list-style-type: none">• Minimum of two years in a technical support role.• Proven experience in network support, administration and trouble shooting.• Background in Windows Server Support	<ul style="list-style-type: none">• Experience of working in school/college environment•
Technical Skills and Knowledge	<ul style="list-style-type: none">• All aspects of Windows Server/Windows 10 (Deployment, integration, and maintenance)• Active Directory (GPO/DHCP/DNS).• TCP/IP and Network Switch configuration, (inc VLANs)• Wireless Technologies• Firewall Configuration• VMWare Virtualisation and Shared Storage Practices.• Exchange Server• Google Cloud Services and Technologies.	<ul style="list-style-type: none">• Chromebook Enterprise Management• Knowledge of Linux OS• Knowledge Mac OS• Cloud device management concepts• Avaya VOIP Telephony• IP CCTV• Web Design and content creation
Other Skills and Attributes	<ul style="list-style-type: none">• Good interpersonal skills• Excellent communication skills (written and verbal)• Ability to utilise resources effectively, through appropriate planning and effective prioritisation• Drive and energy to see projects through• Desire to exceed expectations	<ul style="list-style-type: none">• Willingness to engage in out of hours support work