**IT Technician - Person Specification**

|  |  |  |
| --- | --- | --- |
| **Personal Qualities and Skills** | **Essential (E) / Desirable (D)** | **Assessed at Application (A) / Interview (I)** |
| Willingness to work flexibly when required, to adapt to changing circumstances and to work under pressure. | E | A/I |
| Good interpersonal and communication skills, both written and verbal. | E | A/I |
| Ability to articulate technical ideas to non-technical people, both verbally and in writing | E | A/I |
| Reliable, honest and trustworthy | E | A/I |
| Ability to work on own initiative, self-lead, self-develop and self-motivate to achieve goals | E | A/I |
| Willingness to be trained, undertake CPD and keep up to date with the latest technologies and changes in all relevant legislation (including IT, Data Protection, and Health & Safety) to maintain and extend skills and knowledge | E | A/I |
| Analytical and problem-solving skills | E | A/I |
| Ability to develop good relationships with others. | E | A/I |
| Ability to manage a range of priorities in a pressurised environment whilst meeting agreed deadlines/timescales | E | A/I |
| Ability to provide informal training to staff/pupils of hardware/software | E | A/I |
| Be confident in dealing with stakeholders at all levels | E | AI |

|  |  |  |
| --- | --- | --- |
| **Knowledge and Experience** | **Essential (E) / Desirable (D)** | **Assessed at Application (A) / Interview (I)** |
| Windows Server knowledge including DNS, DHCP, Active Directory, Group Policy | E | A/I |
| Apple iOS usage, support and maintenance | D | A/I |
| Technical knowledge of Microsoft operating systems for troubleshooting and configuring systems (Windows 10/11) | E | A/I |
| Google Enterprise Chromebook usage, support, management and maintenance | D | A/I |
| In depth knowledge of Microsoft Office 2016/2019/365 | E | A/I |
| Excellent IT skills and computer literacy. | E | A/I |
| Experience of desktop/laptop hardware and peripheral equipment repair and maintenance. | D | A/I |
| Ability and willingness to undertake necessary general repairs and maintenance | E | A/I |
| Experience of working in an education environment. | D | A/I |
| Ability to understand, analyse, and explain ICT to colleagues in an effective non-technical way | E | A/I |
| Ability to troubleshoot and problem solve technical issues quickly and efficiently for colleagues | E | A/I |
| Experience of Microsoft cloud services, including Azure AD, Intune, Microsoft 365, Microsoft Deployment Toolkit. | D | A/I |
| Experience in a technical support position in the public or private sector | E | A/I |
| Ability to manage priorities in a pressurised environment whilst meeting agreed deadlines/timescales | E | A/I |
| Be able to respond quickly and flexibly to changing deadlines and targets | E | A/I |
| Understanding of client/server architecture and cloud services | E | A/I |
| Working knowledge and understanding of relevant policies / codes of practice and awareness of relevant ICT and Health & Safety legislation, including those relating to Data Protection, GDPR and Freedom of Information Act | E | A/I |
| Hands-on experience troubleshooting hardware such as servers, routers, bridges, switches, hubs, modems, network interface cards | D | A/I |
| Knowledge and understanding of internet protocols and standards | E | A/I |

|  |  |  |
| --- | --- | --- |
| **Qualifications** | **Essential (E) / Desirable (D)** | **Assessed at Application (A) / Interview (I)** |
| Good general level of education. A-levels or equivalent, with 5 GCSEs at grade C/4 or above, including in English Language and Mathematics | E | A |
| Hold a recognised computer or IT qualification at NVQ level 3 or equivalent. | E | A |
| Microsoft Certified Professional or equivalent | D | A |