

Person Specification

IT Technician



Range of Duties	Essential	Desirable	How Identified
Qualifications	5 GCSE grade C and above including Maths and English	IT Related qualification	Application Form
Experience	Offering guidance and support to users Good problem solving capabilities Good written and oral communication skills Good organisational skills	-Experience of computer support including: ICT system installation, configuration and basic hardware maintenance -Supporting Local Area Networks -Supporting Windows operating systems from windows 10 onwards -Configure and maintain network devices -Configure ubiquiti wireless devices using Unifi controller -Gmail Workspace user accounts management (create and suspend user accounts)	Application Form/Interview
Skills	Ability to develop a good working relationship with a wide range of client staff. A comprehensive grasp of the legal, security, and ethical considerations associated with the implementation of ICT systems. Ability to work to tight deadlines. Ability to work effectively as part of a team. Ability to work with a minimum of supervision.	- Knowledge of ICT systems and administration software used in schools -3cx Phone system management -Ubiquiti WiFi management -Active Directory user accounts management (create and suspend user accounts) -Knowledge of AV hardware (and the implementation of it).	Application Form/Interview

Attitudes	Professional attitude towards students and staff Desire to provide a quality service Ability to respond effectively in a high pressure environment Helpful and patient attitude Good Listening Skills General interest in IT	-Driving License	Interview
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