Person Specification

Job Title: IT Technician

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| **General heading** | **Detail** | **Essential requirements:** | **Desirable requirements:** |
| Qualifications | Qualifications required for the role | Educated to at least A level or equivalent | Relevant industry standard qualification not limited to any of the following: -  CompTIA A+/Network+  Currently Microsoft or Google related examinations |
| Knowledge/  Experience | Specific knowledge/  experience required for the role | Experience of supporting and deploying Applications and Operating Systems  Experience of resolving issues with a wide range of hardware and software  Experience of supporting Audio-Visual systems/Projectors  Minimum of 6 months experience working in IT support  Experience in a range of ICT system and software packages.  Experience supporting end user devices – PC's, laptops and Chromebook’s | Experience of supporting teaching  Experience of working in school or an education establishment  Technical experience of working within the Google Workspace family of products  Technical experience of working within the Office 365 family of products  Experience of maintaining and supporting networks - Windows 10/11, Server 2019, Office 365, SIMS, Office packages, Wireless and cloud technologies. |
| Skills | Specific skills required for the role | Ability to communicate confidently and effectively with teachers, students and other stakeholders  Ability to work in a reactive environment whilst under pressure and maintain professional and organised structure  Excellent administration and organisation skills  Excellent customer handling and inter-personal skills, including diagnostic questioning, and the ability to deal with time pressured situations    Ability to cope with change and adapt quickly to new and developing technologies    A commitment to undertake relevant training and CPD  Awareness of cyber security issues and commitment to ensure these are considered at all times | Training and development evidenced in previous employment |
| Personal Characteristics | Values | Target focused  Excellent time management and punctuality  Ability to problem solve and think creatively  The ability to work proactively with good planning and organisation skills  Understanding of and commitment to the ethos and values of the school  respect for young people, as well as adults, that is demonstrable through positive attitudes and behaviour  Inter-personal skills e.g. diplomacy, confidentiality, sensitivity to the needs of others, customer service |  |

**Davenant is committed to safeguarding and protecting the children and young people that we work with. As such, all posts are subject to a safer recruitment process, including the disclosure of criminal records and vetting checks. We ensure that we have a range of policies and procedure in place, which promote safeguarding and safer working practice across the school.**