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| **POST TITLE: SENIOR IT TECHNICIAN** | **Essential** | **Desirable** |
| **QUALIFICATIONS & TRAINING** | | |
| Recent IT qualification/degree, or evidence or relevant experience | ✓ |  |
| GCSE English and Mathematics at grade C or above (or equivalent) | ✓ |  |
| Recent and relevant professional development | ✓ |  |
| **EXPERIENCE** | | |
| Recent experience of working in an ICT based environment | ✓ |  |
| Recent experience of working in ICT in a school/education environment |  | ✓ |
| Experience of managing a team |  | ✓ |
| Extensive experience of computerised Management Information Systems | ✓ |  |
| Experience of working across multiple sites using WAN technologies |  | ✓ |
| **SKILLS & ABILITIES** | | |
| Working knowledge of hardware virtualisation platforms such as VMware and Hyper-V | ✓ |  |
| Sound understanding of modern backup and recovery procedures | ✓ |  |
| Practical working knowledge of devices such as web filters and firewalls | ✓ |  |
| Sound understanding of IT Security concepts and practices | ✓ |  |
| Solid working knowledge of recent Microsoft Windows Server and Desktop platforms | ✓ |  |
| Working knowledge of Microsoft based Office software | ✓ |  |
| Working knowledge of networking technologies including TCP/IP, DNS, DHCP, VLANS and wireless | ✓ |  |
| Understanding of Data Protection Act and other related legislation | ✓ |  |
| Understanding and practical experience of cloud-based technologies such as Google G-Suite and Microsoft Office 365 | ✓ |  |
| Understanding of the configuration and management of Storage Area Networks | ✓ |  |
| Recent experience of local area network management including fault diagnostics | ✓ |  |
| Use of ITIL policies and practices |  | ✓ |
| Design, implement and develop web based systems (including web design) |  | ✓ |
| Understanding of the monitoring and management of CCTV systems |  | ✓ |
| Basic knowledge of apple mac OS X and hardware |  | ✓ |
| Ability to prioritise and organise work effectively | ✓ |  |
| Able to work to tight deadlines and remain calm under pressure | ✓ |  |
| **ATTITUDE AND BEHAVIOURS** | | |
| Commitment to own personal and professional development | ✓ |  |
| Good oral and written communication skills | ✓ |  |
| Good interpersonal skills – able to deal effectively and develop positive and effective working relationships with a wide range of people at all levels | ✓ |  |
| Flexible, and able to multi-task and adapt to changing priorities | ✓ |  |
| A good team worker, whilst retaining the ability to work on own initiative when required | ✓ |  |
| Understand and respect the importance of confidentiality | ✓ |  |
| A pragmatic ‘can-do’ and flexible approach to tasks with an ability to ensure work is completed to the appropriate standards required | ✓ |  |
| Committed to ensuring equality of opportunity for all | ✓ |  |
| Willingness to attend occasional evening events to provide IT support | ✓ |  |
| **OTHER REQUIREMENTS** | | |
| Valid driving licence with entitlement to drive in the UK and the ability/willingness to travel between ACET sites | ✓ |  |
| Satisfactory completion of all pre-employment checks, including an Enhanced DBS disclosure with children’s barred list checks | ✓ |  |