PERSON SPECIFICATION

IT Technician

Essential Requirement	Desirable Requirement	Method of Assessment
Qualifications		
■ Relevant technical qualifications or experience in supporting Windows environments focused on Windows 10 desktops	■ Evidence of further professional development and training ■ MCSE or equivalent technical qualifications	Application Form Certificates
Skills, Knowledge and Experience		

■ Diagnostic and technical trouble-shooting skills
■ Ability to manage and communicate effectively with both technical and non-technical staff
■ Experience and demonstrable expertise in:
   o Windows 10 Desktop
   o Basic Network Operations – Print/Password/User Management
   o Classroom Audio Visual hardware
■ Excellent interpersonal skills and able to work closely and establish positive working relationships throughout the schools and with other key stakeholders
■ Attention to detail
■ Excellent organisational skills
■ Ability to work both using own initiative and work effectively as part of a team
■ Strong knowledge of basic ICT packages: Office, Outlook, Windows.
■ a commitment to continuous improvement
■ An understanding of how IT is effectively used in teaching and learning
■ A genuine interest in technology and a clear strategy for keeping up to date with developments
	■ Experience of working within education/school environment
	■ Knowledge and experience of using FITS or ITIL service desk operations
		Application Form Interview References

Personal Competencies and Qualities		
■ A commitment to safeguarding and promoting the welfare of children and young people ■ High levels of personal and professional integrity ■ High levels of discretion, confidentiality and awareness of data protection ■ A proactive, flexible and versatile approach		Interview References

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Essential Requirement	Desirable Requirement	Method of Assessment
■ Ability to work effectively and calmly under pressure and manage multiple priorities ■ A facilitative approach to problem-solving and a 'can do' mindset		

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