IT Technician
Person Specification

Specification	Essential	Desirable
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
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 both work 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

Personal 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	
	• Ability to work effectively and calmly under pressure and manage multiple priorities	
	• A facilitative approach to problem-solving and a 'can do' mind set	