Senior ICT Technician Person Specification

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| **1. Key Competencies** | |  |
| Communication | | 1. Able to communicate positively at all levels in an effective manner. |
| Organisational Skills | | 1. Able to cope with competing deadlines and demands for advice through communication and time management. |
| Interpersonal Skills | | 1. Able to create, maintain and enhance effective working relationships. Able to be persuasive. Prepared to listen and invite views of others. |
| Analytical | | 1. Able to seek and identify causes of problems, evaluating information as it is found. |
| Innovative | | 1. Able to use knowledge and experience to develop ideas in response to a need. |
| **2. Work Experience** | |  |
|  | **Essential** | **Desirable** |
|  | 1. Demonstrable interest in IT. 2. At least 1 years’ experience in supporting and administering a Microsoft Network environment. 3. An ability to provide effective IT support in a fast paced environment with a wide range of end users. 4. Experience in supporting the development of ICT provision and systems. 5. Experience of fault identification and resolution on ICT systems. 6. Experience of ICT maintenance and repair. | 1. ICT support in a school environment or 2. A background in ICT with technical support |
| **3.** | **Knowledge/Skills** |  |
|  | **Essential** | **Desirable** |
|  | * Detailed working knowledge of Microsoft Operating Systems including Windows 7.8, MS Server 2008/2012. * Working knowledge of Microsoft applications including Active Directory, IIS, ISA, Proxy Server, Office 2013, Office 365 * Experience with VoIP management (Mitel preferable) * Experience with Wireless networking (Cisco Meraki preferable) * Working knowledge of Netapp Storage * Working knowledge of Citrix Xenapp * Experience of working with Back Up Technologies (Backup Exec and Veeam desirable) * Experience of Website Management * Experience of working with Anti-Virus Technologies * Knowledge of standard Internet technologies such as SMTP, FNS, TCP/IP * Experience with CCTV IP systems * Demonstrate experience of User Administration support and Group Policy Management * Knowledge of Disaster Recovery Techniques | * Experience of working in a school, Academy or college. * Experience of educational ICT solutions. * Experience in incident management, logging, handling requests of all types and faults. * Working knowledge of VMware * Experience of SIMS * Working knowledge of Apple IOS * Working knowledge of Papercut print management |