**Personal Specification**

**IT Technician / Support Analyst**

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|  | **Essential criteria** | **Desirable criteria** |
| **Qualifications** | English and mathematics GCSE (or equivalent) at Grade C or above  Willingness to undertake further relevant study or training. |  |
| **Experience** | Experience of supporting a wide variety of hardware is essential: laptops, desktops, iPads, IGEL thin clients, wireless networks, RDS etc.  Experience of working with thin client and VMware virtualisation technologies.    Knowledge of PC TCP/IP installation, configuration and supporting network infrastructures, fault finding and terminology.    Experience of supporting a wide variety of software applications: Windows, Internet Explorer, Office suite, Active Directory, Microsoft RDS, SharePoint as well as wired networking and wireless infrastructure.  Ability to relate to and communicate with all management levels. | Experience of working with:  SIMS or a similar data management system  Civica Finance Software  Wordpress  VMware  Active directory  Office 365  Papercut Managed print solution  Smoothwall  Trend Anti-Virus  LightSpeed MDM  Support development and maintenance of website and other e-communication systems  Experience of working with young people and school environment |
| **Knowledge and Skills** | Excellent communication skills, both written and oral  Excellent administrative and organisational skills  Extremely organised and able to deliver on time and to agree quality standards  Understand the importance of confidentiality and discretion  Ability to prioritise own workload  The ability to relate to young people | Ability to design, implement and maintain SharePoint and web sites.  Knowledge of SQL databases and scripting.  Ability to implement and maintain Office 365  Ability to implement and maintain Apple solutions |
| **Personal Attributes** | Motivated, enthusiastic and flexible  Excellent interpersonal skills  A desire to develop yourself and those around you as individuals  Ability to work under pressure  Accurate with good attention to detail  Ability to work within a team |  |

Feb 2018