**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 aboveWillingness 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 systemCivica Finance SoftwareWordpress 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 systemsExperience of working with young people and school environment |
| **Knowledge and Skills** | Excellent communication skills, both written and oralExcellent administrative and organisational skillsExtremely organised and able to deliver on time and to agree quality standardsUnderstand the importance of confidentiality and discretionAbility to prioritise own workloadThe 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 365Ability to implement and maintain Apple solutions |
| **Personal Attributes** | Motivated, enthusiastic and flexibleExcellent interpersonal skillsA desire to develop yourself and those around you as individualsAbility to work under pressureAccurate with good attention to detailAbility to work within a team |  |

Feb 2018