

**Elthorne Park High School**

**IT Support Technician**

**Person Specification**

**Position Title:**  IT Support Technician

**Responsible To:** Network Manager

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| **Category / Requirements** | **Weighting** |
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| **Qualifications:**   * University degree or vocational training in Computer Science or related field * Microsoft Certified Professional (MCP) or equivalent knowledge & experience * Cisco Certified Network Administrator (CCNA) or equivalent knowledge and experience * 5 GCSEs A – C | D  D  D  E |
| **Experience:**   * Experience in working with large and complex computer networks based on Microsoft Active Directory * Experience in working in an IT Helpdesk support environment * Experience installing, configuring, maintaining, & repairing computers and networking hardware & software * Experience communicating effectively with adults & children * Working in an educational setting | E  E  E  E  D |
| **Knowledge:**   * Microsoft server systems, including Windows Server 2012, VMWare Active Directory * Microsoft client systems, including Windows 10 Professional, Microsoft Office products * Capita SIMS.Net and FMS administration including upgrades and deployment * Networking technologies, including routing, switch configuration, VLANs, IPv4 addressing, * Cisco Meraki Wireless Networking * Sophos Antivirus * Managing Network Printers * Audio Visual Equipment (Projectors, Interactive Displays, Sound & Lighting) * PC maintenance and fault diagnosis | E  D  D  D  D  D  D  D  E |
| **Skills:**   * Excellent time management skills * Excellent written and verbal communication skills * Technical troubleshooting and problem management skills * Interpersonal skills sufficient to assist non-technical users of ICT * Ability to assess and re-prioritise workloads when circumstances or demands change * Ability to work independently or as part of a team * Ability to work under pressure whilst maintaining a positive and professional attitude * Excellent IT, literacy and numeracy skills * A thorough understanding of Health & Safety requirements when working in a computer environment including lifting and carrying | E  E  E  E  E  E  E  E  E  E  D |
| **Aptitudes:**   * Resilient, flexible and demonstrate an ability to work well under pressure * Professional and self-motivated * Ability to troubleshoot problems and apply solutions * Ability to set, meet, & manage own priorities & timescales * Ability to keep accurate records * Committed to continuous personal development * Ability to keep up to date with changes in IT trends and best practices * Attention to detail in communication and planning   **Equal Opportunities**   * Understand the different social backgrounds of students * Understand the needs of pupils and the appropriate policies and strategies to support them   Key:  E = Essential  The post cannot be performed without demonstrated evidence of these criteria.  D = Desirable  Desirable additional criteria, which will enhance the performance of the incumbent. | E  E  E  E  E  E  E  E  D  D |
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| **The school is committed to safeguarding children and expects all staff and volunteers to share this commitment. The school follows safe recruitment practices to protect children and vulnerable adults** |  |
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