

 **Elthorne Park High School**

**IT Support Technician**

 **Person Specification**

**Position Title:**  IT Support Technician

**Responsible To:** Network Manager

|  |  |
| --- | --- |
| **Category / Requirements** | **Weighting** |
|  |  |
| **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
 | DDDE |
| **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
 |  EEEED |
| **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
 | EDDDDDDDE |
| **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
 | EEEEEEEEEED |
| **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. | EEEEEEEEDD    |
|  |  |
| **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** |  |
|  |