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| **Person Specification**  **Job Title: ICT Technician**  **Grade: Level 3 apprenticeship** | | |
| **Qualifications** | * GCSE Maths (C/4 or above) * GCSE English (C/4 or above) * Hold Functional Maths and English or ability to complete during the apprenticeship. | D  D  E |
| **Experience of:** | * Using Microsoft Office applications. * Working in a customer service environment. | E  D |
| **Knowledge and understanding of:** | * The importance of Safeguarding and Child Protection. * The importance of confidentiality and data protection (GDPR). * A keen interest in ICT. * School systems and procedures. | E  E  E  D |
| **Skills:** | * A professional telephone manner * Able to communicate effectively and professionally with parents/carers, colleagues, students and outside agencies. * Able to multitask and work to deadlines with accuracy and attention to detail. | E  E  E |
| **Personal Qualities** | * Flexible and adaptable approach to the job and able to keep calm under pressure. * Enthusiastic and committed. * Punctual and reliable. * Able to develop positive and appropriate relationships with staff and students. * Proactive and uses initiative with a ‘can do’ problem solving attitude. * A good team player. * Willing to learn, accept guidance and undertake training as required. | E  E  E  E  E  E  E |