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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.
 | DDE |
| **Experience of:** | * Using Microsoft Office applications.
* Working in a customer service environment.
 | ED |
| **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.
 | EEED |
| **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.
 | EEE |
| **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.

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