PERSON SPECIFICATION

IT Technician

Essential Requirement	Desirable Requirement	Method of Assessment
Qualifications		
■ Relevant technical qualifications or experience in supporting Windows environments focused on Windows 10 desktops	■ Evidence of further professional development and training ■ MCSE or equivalent technical qualifications	Application Form Certificates
Skills, Knowledge and Experience		
■ Diagnostic and technical trouble-shooting skills ■ Ability to manage and communicate effectively with both technical and non-technical staff ■ Experience and demonstrable expertise in: ○ Windows 10 Desktop ○ Basic Network Operations – Print/Password/User Management ○ Classroom Audio Visual hardware ■ Excellent interpersonal skills and able to work closely and establish positive working relationships throughout the schools and with other key stakeholders ■ Attention to detail ■ Excellent organisational skills ■ Ability to work both using own initiative and work effectively as part of a team ■ Strong knowledge of basic ICT packages: Office, Outlook, Windows. ■ Strong knowledge of Microsoft 365 applications: Teams, SharePoint, OneDrive ■ A commitment to continuous improvement ■ An understanding of how IT is effectively used in teaching and learning ■ A genuine interest in technology and a clear strategy for keeping up to date with developments	■ Experience of working within education/school environment ■ Knowledge and experience of using FITS or ITIL service desk operations	Application Form Interview References
Personal Competencies and Qualities		
■ A commitment to safeguarding and promoting the welfare of children and young people ■ High levels of personal and professional integrity ■ High levels of discretion, confidentiality and awareness of data protection		Interview References

Essential Requirement	Desirable Requirement	Method of Assessment
■ A proactive, flexible and versatile approach ■ Ability to work effectively and calmly under pressure and manage multiple priorities ■ A facilitative approach to problem-solving and a 'can do' mindset		

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