The Redhill Academy

Category	Essential	Desirable
Qualifications	• GCSE English and Maths A*-C • Comptia A+ or equivalent	• Hold a recognised computer or network qualification at NVQ level 3/4 • Microsoft qualifications • Cisco qualifications
Experience	• Ability to troubleshoot and configure computer hardware to component level. • Software installations and troubleshooting. • Experience of Microsoft technologies and server management including DHCP, DNS Active Directory and Group Policy. • Experience of backup solutions • Experience of Microsoft O365	• Experience of SIMS • Experience of ICT support in a school environment • Experience of virtualisation technologies eg VMWare • Experience of SCCM • Experience of Symantec Backup • Experience of Biometric and Cashless systems • Experience of Digital Signage, CCTV and Door Access Control systems
Essential Knowledge	• Understanding of client/server architecture • In depth knowledge of computer systems/networks and a range of software applications. • Exceptional technical knowledge of network and PC operating systems. • Hands-on experience troubleshooting hardware such as servers, pcs, laptops, routers, switches, projectors, network interface cards. • Server installation and configuration in multiple OS's eg win server 2008, 2012, 2016, linux • Exchange server management	• Configuration WANs, WLANs, VLANs VOIP etc. • Configuration of web filtering and firewalls. • Configuration of backup solutions • Understanding Data Protection requirements • Knowledge and understanding of telecommunications principles. • Knowledge of current protocols and standards. • Single-sign on systems
Essential personal attributes and practical qualities	• Outstanding communication skills • Excellent organisational skills • Ability to effectively coach, appraise and mentor others, including an apprentice. • Ability to bring a team of people together and lead by example. • Ability to prioritise and delegate effectively. • Exhibit strong inter-personal skills and excellent customer care skills. • Exhibit strong team working skills and due consideration for others. • Proactive approach to work. • Willingness to work flexibly when required.	• Leadership experience