

## BRIGHTON & HOVE CITY COUNCIL

### PERSON SPECIFICATION

**Post Title:** ICT Technician – Role C

**Department:** Children and Young People's Trust

**Section:** Schools

#### Essential Criteria

<b>Job Related Education, Qualifications and Knowledge</b>	<ul style="list-style-type: none"> <li>• <b>Practical/vocational qualifications</b>, equivalent to ITQ level 2, Microsoft Certifications IT Practitioner Level 2.</li> <li>• <b>Detailed</b> practical knowledge of the <b>Windows operating system</b>.</li> <li>• <b>Good understanding and knowledge of all software and hardware</b> in use within the school.</li> <li>• <b>Knowledge of networking and communications technology, e.g. Windows File Server Networks.</b></li> <li>• <b>Knowledge of ICT initiatives and developments</b> in schools/colleges.</li> <li>• <b>Understand the role of a knowledgebase in recording and retrieving known solutions to problems.</b></li> <li>• Understand the difference between an Incident and a Problem.</li> <li>• <b>Up-to-date knowledge of current ICT developments and technologies.</b></li> <li>• Understand and follow school purchasing procedures.</li> <li>• Knowledge of school structure, year groups and staffing structure.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• <b>Practical experience in an ICT technical support environment.</b></li> <li>• Experience of delivering high quality customer service.</li> <li>• <b>A confident user of the majority of hardware and operating systems in use within the school.</b></li> <li>• <b>A confident user of the majority of desktop applications including educational software.</b></li> <li>• <b>Experience of installing, configuring and upgrading hardware and software and troubleshooting in a networked environment with a minimum of supervision.</b></li> <li>• <b>Experience of working as part of a team in a busy IT support environment and providing desktop and network support in accordance with contracts or service level agreements.</b></li> </ul>
<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>• Able to use email and browse the web.</li> <li>• Good <b>problem-solving skills with the ability to analyse Incidents and Problems and undertake thorough investigation</b></li> </ul>

	<p><b>and resolve a more varied range of problems</b> without close supervision, <b>some of which are non-routine and outside of own experience.</b></p>
	<ul style="list-style-type: none"> <li>• Able to use both hardware and software analysis tools effectively.</li> <li>• Able to identify and resolve semi-routine hardware/software failures/faults.</li> <li>• Able to communicate technical information in simple terms to pupils, staff and Governors.</li> <li>• Excellent customer care skills, in order to deal with 'customers' in a polite and empathetic way.</li> <li>• Able to work methodically and accurately.</li> <li>• Able to read and understand software licensing and related legislation.</li> <li>• Able to accurately calculate distances for cabling purposes.</li> <li>• Able to prioritise own workload on a day-to-day/weekly basis, including planning the implementation of software / hardware upgrades / replacements to ensure minimum disruption.</li> <li>• Able to assist in the planning of one-off projects, e.g. over several months.</li> <li>• Able to advise teachers, other staff and pupils on the use of software/hardware using non-technical jargon..</li> <li>• Able to research and evaluate new software and make recommendations on their suitability to line manager/teaching staff.</li> <li>• Keep abreast of new technological advances by meeting with reps, researching information in catalogues, magazines and the internet, etc.</li> <li>• Able to produce a simple web page.</li> <li>• Able to communicate effectively with suppliers, e.g. discuss and agree the price of software licences / equipment / cabling within agreed guidelines.</li> <li>• Able to help with the induction of new ICT Technicians as required.</li> <li>• Good record keeping skills.</li> <li>• Able to lift and handle ICT equipment.</li> </ul>
<b>Equalities</b>	<ul style="list-style-type: none"> <li>• To be able to demonstrate a commitment to the principles of Equalities and to be able to carry out duties in accordance with the Council's Equalities Policy.</li> </ul>