**Person Specification**

**IT Technician**

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| --- | --- | --- |
| Qualifications & Experience | Essential | Desirable |
| * Experience of working in an IT role | ✓ |  |
| * Experience of supporting IT services in a medium sized company |  | ✓ |
| * Experience of learning advanced functionality with the key Trust software profile such as Office and Outlook, Impero, SIMS, Help Desk System, Booking System, Follow-me-printing or similar systems |  | ✓ |
| * Good general education, with GCSEs or equivalent in English and Maths | ✓ |  |
| Skills & Knowledge | Essential | Desirable |
| * Understanding of the fundamentals of IT for IT infrastructure | ✓ |  |
| * Knowledge of Core IT technologies e.g. configuring and supporting the current Windows desktop, operating systems deployed in the Trust, installing and Configuring Windows Server etc. | ✓ |  |
| * Excellent time management, organisational and administrative skills | ✓ |  |
| * Ability to produce clear and well-formatted documents |  | ✓ |
| * Ability to work with tact and diplomacy and maintain confidentiality | ✓ |  |
| * Ability to perform root cause diagnosis and develop technical solutions | ✓ |  |
| * Ability to work under pressure to prioritise and meet deadlines | ✓ |  |
| * Initiative and ability to work without direct supervision, taking responsibility for tasks, prioritising and scheduling your own work | ✓ |  |
| * Ability to be customer focused and proactive in solving IT issues for staff and students | ✓ |  |
| Personal | Essential | Desirable |
| * **Hold a current full UK driving Licence and have access to a vehicle** | **✓** |  |
| * **High expectations of self and others** | **✓** |  |
| * **The ability to work to deadlines and under pressure** | **✓** |  |
| * **Ability to ensure confidentiality** | **✓** |  |
| * **Ability to be a self-starter, work in a team and deliver agreed objectives** | **✓** |  |
| * **Approachable** | **✓** |  |
| * **Identify and undertake personal development opportunities and suggest personal development targets** | **✓** |  |
| * **Ability to perform reporting and analysis of help desk functions** | **✓** |  |

