**Person Specification**

**IT Technician**

|  |  |  |
| --- | --- | --- |
| 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**
 | **✓** |  |

