

PERSON SPECIFICATION

IT Technician

Specification	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Relevant technical qualifications or experience in supporting Windows environments focused on Windows 10 desktops 	<ul style="list-style-type: none"> • Evidence of further professional development and training • MCSE or equivalent technical qualifications
Skills, Knowledge and Experience	<ul style="list-style-type: none"> • Excellent interpersonal skills and able to work effectively in a team and to establish positive working relationships throughout the schools, excellent customer service skills • Ability to manage and communicate effectively with both technical and non-technical staff • Strong diagnostic and trouble-shooting skills • Experience and demonstrable expertise in <ul style="list-style-type: none"> ○ Windows 10 Desktops ○ Basic Network Operation ○ User Administration ○ AV hardware • Strong knowledge of Google applications and Google administration • Excellent organization skills • Attention to detail • A genuine interest in technology and a commitment to continuous improvement and professional development • An understanding of how IT is effectively used in teaching and learning 	<ul style="list-style-type: none"> • Experience of working within education environment • Knowledge and experience of ITIL service desk operation
Personal Qualities	<ul style="list-style-type: none"> • A commitment to safeguarding and promoting the welfare of children and young people • High levels of discretion, confidentiality and awareness of data protection • A proactive, flexible and versatile approach • Able to work under pressure and to manage multiple priorities 	