



Senior ICT Technician

Person Specification

1. Educational achievements, knowledge and expertise

Essential

- Suitable ICT qualifications to degree level and/or previous experience in developing and maintaining an ICT network service
- Awareness of management information systems such as SIMS

Desirable

- Microsoft certified professional

2. Job related knowledge, aptitude and skills

Essential

- Competent knowledge and understanding of ICT Networks (preferably within a school environment)
- In depth knowledge of Apple Technology
- Good technical ability and the necessary skills to solve ICT hardware and software issues
- Confidence in the ability to train staff
- Strong organisational skills to prioritise work and manage time effectively, particularly under pressure
- Understanding of the principles of best Value
- Good customer service skills and provide a high standard of service

Desirable

- Windows Server 2012,2016,2019
- Virtualisation Esxi, Hyper-V, Cloud Technologies
- Mac Windows Integration
- Apple Infrastructure support of iPads, iMacs, MacBooks, Apple TVs
- Internet access, cache, filter and router
- Wired and wireless network devices
- Network and data security
- Network infrastructure, DHCP, DNS, subnets, VPNs
- Management information systems e.g. SIMS
- JAMF MDM for managing apple devices
- Cabling to network devices
- Network printing devices
- Interactive whiteboards and projectors
- Office 365 Email system
- Asset Management

3. Personal Attributes

Essential

- Be enthusiastic, ambitious and energetic
- Be accurate and efficient
- The ability to communicate with a wide range of people: staff, students, suppliers etc.
- Be willing and able to tackle and quickly learn a variety of tasks within the Federation ICT equipment
- Be able to work as part of a team
- Be able to work well under pressure
- Be able to maintain confidentiality
- Be able to remain impartial
- Have a flexible approach to working hours
- Be sympathetic to the needs of others

4. Special Requirements

Essential

- A commitment to safeguarding children
- A commitment to Equal Opportunities