**GLF Schools - Person Specification**

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| **Job Title: Regional Junior IT Technician** | | |
|  | **Essential** | **Desirable** |
| **Education and Qualifications** | | |
| Educated to secondary level (GCSE/BTEC) | ✓ |  |
| Educated to college level or equivalent |  | ✓ |
| Relevant professional qualifications (e.g. ITIL, PRINCE2, CCNA, MCSE) |  | ✓ |
|  | | |
| Diagnosis and resolution of software issues with current Microsoft Windows Desktop and Server operating systems. *Example: Windows 10, Server 2016* | ✓ |  |
| Diagnosis and resolution of virtualisation issues with VMWare and associated technology (e.g. VEEAM). |  | ✓ |
| Working in a comparable role in a similar capacity |  | ✓ |
| Relationship management with end users and suppliers | ✓ |  |
| Deployment of software applications using centralised deployment tools |  | ✓ |
| Developing, documenting and deploying processes or other standard ways of working | ✓ |  |
| Working within a large team of multi-skilled IT professionals. |  | ✓ |
| Working following a standard methodology, such as ITIL |  | ✓ |
| Experience of delivering training to a range of audiences |  | ✓ |
| **Knowledge and Skills** |  |  |
| A strong understanding of hardware devices including desktops, laptops, printers | ✓ |  |
| Knowledge of networking, such as IP addressing, VLSM, DHCP, DNS, Port numbering etc |  | ✓ |
| Strong verbal and written communication skills | ✓ |  |
| Knowledge of ITIL |  | ✓ |
| Knowledge of Microsoft products, including Windows 10 and Office 365 | ✓ |  |
| Knowledge of Google Apps for Education and G-Suite | ✓ |  |
| Knowledge of VMWare |  | ✓ |
|  | | |
| Strong team player | ✓ |  |
| Excellent communication skills | ✓ |  |
| Positive ‘can-do’ attitude | ✓ |  |
| Flexible and adaptable to evolving situations | ✓ |  |
| Detail-orientated | ✓ |  |
| **Safeguarding** | | |
| GLF Schools is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. The successful candidate will have to meet the person specification and will be required to apply for a DBS disclosure. We particularly welcome applicants from under- represented groups including those based on ethnicity, gender, transgender, age, disability, sexual orientation or religion. | | |