



POST OF IT TECHNICIAN - SYSTEM SUPPORT

PERSON SPECIFICATION

Referees will be asked specifically to comment on the attributes below.

The ability to meet the person specification will be verified by the application, interview, task, certificates and references as appropriate.

PERSONAL AND PROFESSIONAL REQUIREMENTS

Method of Assessment

A = Application I = Interview T = Task C = Certificate/s R = References

Essential	Method of Assessment
• A sound working knowledge of computer hardware.	A, I, R
• A sound working knowledge of MS Office applications.	A, I, R
• Level 2 qualification in English and Maths (grade C or equivalent)	A, I, R
• Good interpersonal and communication skills, including explaining technical concepts.	A, I, R
• Good record of attendance and punctuality.	A, R
• Ability to use all components of Microsoft Office (primarily Word and Excel).	A, I, R
• Ability to use Windows 10.	A, I, R, T
• Self motivated and able to work on own initiative or as part of a team.	A, I, R
• The ability to work to deadlines and targets.	A, I, R
• Enthusiasm for and interest in IT developments.	A, I, R
• Approachable manner.	A, I, R
• Understanding of and commitment to Equal Opportunities.	A, I, R
• Knowledge of and commitment to Health and Safety procedures.	A, I, R
• Knowledge of and commitment to Data Protection procedures.	A, I, R
• Willingness to undertake relevant training under the College's appraisal scheme.	A, I
• Commitment to Safeguarding and promoting the welfare of young people. (All appointments are subject to satisfactory references and Disclosure and Barring Service application).	A, I, R

Desirable

• Experience of supervising young people on a day to day basis.	A, I, R
• Experience of working in an educational establishment.	A, I, R
• Knowledge of Music or Language hardware and or software packages.	A, I, R
• Knowledge of Website development software.	A, I, R
• Appropriate IT qualification or relevant compensatory experience.	A, I, R, C
• Microsoft accredited qualification	A, I, C
• Experience of working with Windows Active Directory	A, I, R
• Experience of Office 365 Admin Portal, SQL, File and Print servers	A, I, R
• Experience of working with Apple Mac	A, I, R