# Person Specification- ICT Technician

**THE ROLE: To provide efficient and customer-friendly ICT client support services to the School community across all sites.** All staff are expected to conduct themselves in line with the School's ethos, values, policies and procedures. Post holders/candidates will be expected to demonstrate the following:

## QUALIFICATIONS, EDUCATION AND TRAINING

### ESSENTIAL

- Related qualification/s relevant to software applications and/or hardware.
- An understanding of ICT in an organizational environment, through study or experience
- Significant ICT skills for the support and installation of computer hardware, network operating systems, software and printers.
- Two to three years in a busy and comparable IT support role.

### DESIRABLE

- Formal qualifications or certifications, such as ITIL Foundation, CompTIA, MCSE or equivalent;

## KNOWLEDGE AND EXPERIENCE

### ESSENTIAL

- Excellent and proven knowledge of:

  - Desktop and mobile device hardware;
  - Standard desktop software including Word, Excel, Outlook, PowerPoint and education applications;
  - Audio and video equipment in combination with communication tools in a conference environment;

- Good demonstrable working knowledge of:
  - Windows Active Directory users and computers;
  - Microsoft and Apple desktop operation systems and applications; o Microsoft Office 365 or similar cloud technologies;
  - Local area networks to locate, identify and resolve user problems;
  - Imaging software, for distributing client images and software packages; o Maintaining and supporting a large fleet of server-based printers.

## DESIRABLE

- Experience managing Microsoft server roles, including GPOs, files shares and printer services;
- Administering SCCM for building client images, packaging software, and distributing clients and software packages;
- Managing, upgrading and administering Wi-Fi systems;
- Managing IP based telephony systems;
- Process improvement skills.

## SKILLS AND ABILITIES
### ESSENTIAL

- Ability to build good relationships with users;
- Skilled at providing excellent levels of customer care;
- Methodical, organised and thorough administration skills;
- Proven incident/problem identification skills, with ability to resolve effectively;
- Ability to maintain a high degree of accuracy and attention to detail;
- Ability to prioritise and plan work to ensure that deadlines are achieved, and the demands of urgent ad-hoc work are accommodated.

## PERSONAL ATTRIBUTES

- Flexible approach to work, with a can-do attitude;
- A confident and positive communicator who can adapt their approach to suit all levels of staff;
- A friendly, supportive team worker who can build trust and positive relationships;
- A willingness to continually learn and enhance own skills;
- Emotional resilience and ability to act calmly under pressure
- Resonance with the School's ethos.