



PERSON SPECIFICATION

IT Technician

E (essential)	A (application)
D (desirable)	I (interview)
	T (task)

Qualifications and Training

• A good standard of education (minimum a 5 GCSEs or equivalent)	E	A
• A qualification in IT	D	A

Experience

• Experience of working in an IT support environment	E	A,I
• Experience and support of Windows Client & Server Based Infrastructure	E	A,I
• Experience of working in an educational environment	D	A,I
• Experience of Interactive Smartboards / Projectors / AV Equipment	D	A,I

Knowledge, Understanding and Skills

• Competency in a wide variety of software applications	E	A,I
• Strong IT Technical background	E	A,I
• Knowledge and support of Microsoft Server 2016/2019 / Hyper-V Based Network Infrastructure	E	A,T
• Knowledge and support of MS Operating Systems (7/10)	E	A,T
• Knowledge and support of MS Office Applications 2010+	E	A,T
• Knowledge and support of Office365 Services (Teams, SharePoint, OneDrive, Classroom)	D	A,I
• Knowledge/Support of Capita SIMS MIS System	D	A,I

Personal Qualities

• Excellent communication skills	E	A,I
• Stamina and capacity to work well under pressure	E	A,I,T
• Ability to establish positive relationships with staff and students	E	A,I
• Ability to work alone and as part of a team	E	A,I
• Ability to multitask and problem solve	E	A,I
• Confidentiality, trustworthiness and reliability	E	A,I

Attitude and Commitment

• Belief in comprehensive education	E	A,I
• Commitment to inclusion and achievement for all	E	A,I
• Commitment to the continued development of a successful IT department	E	A,I

Formby High School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.