

# **THE CHERWELL SCHOOL**

## ***A Centre of Opportunity***

### **Person Specification: ICT Technician**

<b>Experience</b>	<ul style="list-style-type: none"><li>▪ Previous experience of desktop 1st/2nd line support (<i>Essential</i>)</li><li>▪ Previous experience of working in a school (<i>Desirable</i>)</li></ul>
<b>Qualifications/ Training</b>	<ul style="list-style-type: none"><li>▪ Educated to A Level or equivalent qualification or equivalent in relevant discipline (<i>Essential</i>)</li></ul>
<b>Knowledge/ Skills</b>	<ul style="list-style-type: none"><li>▪ Expert user of the majority of hardware and OS</li><li>▪ Expert user of desktop application software</li><li>▪ Confident user of client/server based applications</li><li>▪ Understand role and function of network services and protocols such as DNS, DHCP and IP</li><li>▪ Knowledge of Cisco switches would be desirable</li><li>▪ Knowledge of Active Directory services</li><li>▪ Good understanding of Windows 2008/2012 server platforms</li><li>▪ Knowledge of website platforms for updates and maintenance</li><li>▪ Knowledge of Hyper V and Virtual applications</li><li>▪ Knowledge of PHP and MySQL</li><li>▪ Detailed knowledge of both general and specific ICT Health &amp; Safety issues relating to work, both for self and all potential users</li><li>▪ Understand the importance of a structured approach to configuration tracking</li><li>▪ Aware of issues relating to equipment disposal</li><li>▪ Understand how service continuity means more than immediate 100% availability, and how alternatives to key systems can allow the school to continue to function at a basic level</li><li>▪ Knowledge of Symantec backup 2012 and Arcserve UPD desirable</li><li>▪ Aware of the importance of structured record keeping and reporting</li><li>▪ Understand which resources are available to support the ICT function, and how they might be allocated</li><li>▪ Understand different elements of ICT services and likely support requirements</li><li>▪ Detailed knowledge of relevant external ICT support services and contracts</li><li>▪ Technical knowledge of a wide range of solutions</li><li>▪ Can create a database that utilises web forms for accessing data and updating</li><li>▪ Understand function of, and can create, macros, scripts and other simple program code</li><li>▪ Understand how to move data between different applications using appropriate file formats</li><li>▪ Good level of written and spoken English appropriate to the context and audience</li><li>▪ Detailed knowledge of school structure, including staffing roles and responsibilities</li><li>▪ Understand how ICT can enhance the teaching and learning in, and management of schools</li></ul>