

SENIOR TECHNICAL SUPPORT ENGINEER PERSON SPECIFICATION

The successful candidate will have/be:

- Willing to learn and have the ability to pick things up quickly
- Highly organised and efficient
- Ability to work individually and as part of a team
- Enthusiasm and a positive outlook
- Be able to work under pressure
- Engaging personality with the ability to establish a rapport and build strong relationships
- Excellent time-management with the ability to prioritise workload, multi-task and keep calm under pressure
- Methodical approach to problem solving
- 5 GCSEs (or equivalent) at A*- C including English and Maths
- A clear interest in IT and new technologies

Essential	Desirable	Assessment Criteria
Qualifications & Competencies		
Minimum of 5 GCSEs Grade C including English, Maths and Science or equivalent	Evidence of further education/training	Application form
	IT specific CPD or qualifications	Application form
Experience		
Experience of technical support and administration	Experience of working in a school setting	Application form & interview
	Experience of Google Domain Administration	Application form & interview
Experience of successfully working to tight deadlines and prioritising workloads	Experience of supporting Chromebooks	Application form, interview & reference
Skills and Attributes		
Knowledge of Microsoft Windows 10/11	Knowledge of the Google Workspace and ChromeOS	Application form & interview
Knowledge of network troubleshooting.	Knowledge of AV systems	Application form & interview
Excellent interpersonal skills with strong levels of numeracy and written and oral communication		Application form & interview
Be a team player who likes to 'muck in', support all aspects of School life and		Application form, interview & reference

relentlessly pursue what is best for the students		
Strong attention to detail where only the best is good enough		Interview & reference
Ability to remain calm, good humoured and strategic in challenging contexts		Interview & reference
Able to communicate effectively with peers, students and staff across the School		Interview & reference
Commitment to the ethos of the School		Interview & reference
<p>Alignment with HVS Values:</p> <p>C - Courtesy : model the calm behaviours expected of others in terms of consideration, professionalism, trust and respect</p> <p>I - Integrity : fair and honest, trustworthy, committed to earn success through hard-work</p> <p>R – Resilience: Not giving up when times are tough, demonstrating endurance</p> <p>C - Community : A strong sense of responsibility to the community to improve the quality of the local environment for its residents</p> <p>L - Leadership : show leadership in thought and action, being open to new ideas and overcoming adversity to achieve success; communicating effectively</p> <p>E - Enthusiasm : a positive attitude towards life, passion, curiosity and a lifelong love of learning</p>		Application form, interview & reference
Safeguarding		
2 satisfactory written references including from current/most recent employer		Application form & reference
A satisfactory enhanced DBS check		DBS process