Person Specification – IT Technician – First Line Support

Criteria	Essential	Desirable	How Identified
Qualifications/Training	• GCSE A-C including English and Maths •	• Relevant IT qualification or equivalent experience • Driving licence	Application form
Personal and professional attributes	• Enthusiastic • Positive • Well motivated • Well organised • Flexible/adaptable • Ability to work on own initiative or as part of a team • Ability to work under pressure		Application form Interview References
Skills, Knowledge, and experience understanding	• Experience of Microsoft Office 365 • Installation/configuration of PC components • Simple equipment repairs • Use and management of Active Directory • Experience of web site design and management	• Experience of Windows 10, Server 2012 and Server 2012 R2 • Understanding of DHCP, DNS and group policy • Training/delivery of ICT skills • Knowledge of electronics • Experience of VLAN's and VOIP • Experience of virtualisation preferably Hyper-V • Knowledge of Brocade switching • Experience of VLE's (Moodle)	Application form Interview References