

Personal Specification

Whitley Academy



Job Title: IT Technician

Grade: 5 (£20,661-£25,951) Fulltime, all year round

Line Manager: IT Manager

Location: Whitley Academy

Job Requirements:

Knowledge

- A sound working knowledge of computer hardware and software applications
- Knowledge of the day-to-day organisation of IT systems and resources
- Knowledge of safe working practices and an understanding of Health and Safety issues
- MS Windows 7 and 10, MS Server 2008R2, 2012 and 2016
- Microsoft deployment techniques
- Office 2010 and 2016
- HP switches, Watchguard firewall, Cisco wireless
- Impero (or similar classroom management software)
- HP and Dell laptops and desktops
- Interactive whiteboard technologies

Skills and Abilities:

- Liaise and communicate effectively by telephone and in person with staff, pupils and adult education students with varying experiences of IT
- Maintain appropriate working relationships with staff and pupils including confidentiality and flexibility.
- To instruct, receive and pass information both formally and informally
- To utilise various software programs (e.g. word processing, databases, spreadsheets, desk top publishing) and hardware equipment
- To organise and prioritise workloads
- To devise and maintain good recording systems
- To disseminate knowledge and skill to others in a way that will help them become increasingly independent in the use of IT
- To keep abreast of new IT applications
- To be willing to be involved in professional development and to attend courses
- Follow set procedures and work to guidelines as required
- Undertake problem solving of hardware and software applications
- Undertake inspection and minor repairs and (where applicable) servicing of equipment
- To work on own initiative and as part of a team

- Maintain a flexible and calm disposition in a demanding environment
- To carry out tasks accurately and with speed
- To lift and carry equipment
- To be able to keep clear, accurate inventory record

Experience:

- A good basic education including success in public examinations equivalent to O level or GCSE grade C or above in scientific or a technology related subject
- Practical/technological experience in a commercial/industrial/educational environment
- Experience of configuring systems both hardware and software
- Proven experience working within a Microsoft based IT infrastructure

Educational:

- A good basic education.
- Ideally you will have attended or are attending a relevant IT training course
e.g. Microsoft Certified Program, A+ Technician Certification

Essential characteristics for a Whitley Academy staff member:

- Resilience
- Passion about all young people's learning and having the chance to learn
- Enthusiasm for teaching and learning
- Positive outlook
- Team Player
- Advocacy for Whitley Academy students and their community

Special Requirements

This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A Criminal Record Disclosure will be required prior to appointment.

Updated: April 2017

