**Person Specification: IT Systems Support Technician**

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| **Knowledge / Qualifications and Experience** | **Essential / Desirable** |
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| Experience of working in a helpdesk environment at 1st / 2nd line | E |
| Experience of Microsoft Operating systems Desktop and Server | E |
| Experience of Bespoke software | D |
| Experience of working in a school or educational facility | D |

|  |  |
| --- | --- |
| **Skills** | **Essential / Desirable** |
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| Good Communication, including the ability to write documentation | E |
| Ability to work independently and as part of a team | E |
| Ability to multitask and prioritise workload | E |
| Excellent customer service skills | E |

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| **Other** | **Essential / Desirable** |
|  |  |
| Desire to keep up to date with emerging technologies | E |
| Ability to move heavy equipment | E |
| Ability to be able to work under desks and up ladders | E |