

## IT Technician Person Specification

	JOB REQUIREMENTS	Essential	Preferred	Assessed
<b>Knowledge, Skills and Experience</b>	Grade C or above in English and Maths GCSE/GCE		✓	A
	Excellent knowledge of Microsoft Office suite	✓		A
	Working in an ICT support role	✓		A, I
	Working in education or customer service environment		✓	A,I
	Excellent Interpersonal Skills and telephone manner	✓		A, I
	Knowledge of Windows 10 and Windows Server 2012 R2+	✓		A, I
	Knowledge of Active Directory	✓		A, I
	Knowledge of networking and IP	✓		A, I
	Knowledge of (X)HTML and CSS		✓	A, I
	JOB COMPETENCIES	Essential	Desirable	
<b>Supporting and Co-operating</b>	<p><b>Working with People</b></p> <p>Demonstrates an interest in and understanding of others; adapts to the team and supports team spirit; listens, consults others and communicates well; supports and cares for others; develops and openly communicates self-insight. Helpful and positive attitude in a busy environment.</p>	✓		A, I
	<p><b>Relating &amp; Networking</b></p> <p>Establishes good relationships with customers and staff; builds wide and effective networks of contacts inside and outside the organisation; relates well to people at all levels; manages conflict; uses humour appropriately to enhance relationships with others. Ensure image is respectable and professional at all times.</p>	✓		A, I
<b>Organising and Executing</b>	<p><b>Delivering results and meeting customer expectations -</b> focuses on customer needs and satisfaction; sets high standards for quality and quantity; monitors and maintains quality and productivity; works in a systematic, methodical and orderly way; consistently achieves project goals. Ability to be an effective timekeeper and able to manage and organise your own time. Ability to work to deadlines and a willingness to respond positively to all aspects of work.</p>	✓		A, I
	<p><b>Following Instructions &amp; Procedures</b></p> <p>Appropriately follows instructions from others without unnecessarily challenging authority; follows procedures and policies; keeps to schedules; arrives punctually for work and meetings; demonstrates commitment to the organisation; complies with legal obligations and safety requirements of the</p>	✓		I

	role. Ability to use initiative and problem solve. Demonstrable attention to detail.			
<b>Child Protection</b>	Enhanced DBS disclosure ( <i>to be completed by preferred candidate following interview</i> )	✓		
	Willingness to undertake Child Protection training when required	✓		I
	A commitment to the responsibility of safeguarding and promoting the welfare of your people	✓		I

A = by application, I = assessed on Interview Day