

PERSON SPECIFICATION

IT SERVICES TECHNICIAN

	Essential	Desirable	How Identified
Knowledge / Qualifications			
GCSE including English, Maths and ICT at Grade C or above or equivalent	X		Application / Interview
NVQ/HND or higher in a computing/IT discipline		X	Application / Interview
Working knowledge of network systems, their installation and maintenance and adaptation	X		Application / Interview / Reference
Awareness of client/server based applications (e.g. MIS system)	X		Application / Interview / Reference
Experience / Abilities			
Recent experience of working in a busy IT environment		X	Application / Interview / Reference
Relevant experience in the installation, maintenance and repair of ICT equipment in a small or medium sized organisation		X	Application / Interview / Reference
Experience of working in an educational setting		X	Application / Interview
Confident user of the majority of desktop applications	X		Application / Interview / Reference
Confident user of a range of hardware and operating systems	X		Application / Interview / Reference
Experience of delivering a high level of customer service	X		Interview / Reference
Able to liaise with external suppliers or contractors in relation to routine matters and fix simple faults	X		Interview / Reference
Able to install, test and maintain hardware and software for networks and stand-alone use	X		Application / Interview / Reference
Able to manage maintenance and repair procedures	X		Application / Interview / Reference
Able to provide in-service training to colleagues		X	Interview / Reference
Able to evaluate the software used in the classroom		X	Interview
Experience of working with Audio Visual systems		X	Interview / Application
Familiarity with the main features of the common operating systems		X	Interview
An understanding of: Windows Server technologies including Windows Group Policy, Microsoft Exchange Server, Microsoft SCCM, Networking and network diagnostics		X	Application / Interview
Personal Skills/Qualities			
Ability and enthusiasm to learn quickly	X		Interview /

			Reference
Able to form good working relationships with colleagues and to relate appropriately to pupils	X		Interview / Reference
Able to work calmly and respond to occasions when work needs to be done urgently	X		Interview / Reference
Well organised, able to approach work methodically, prioritise and meet deadlines	X		Interview / Reference
Good written and verbal communication skills	X		Interview / Reference
Good interpersonal and team working skills with the ability to work co-operatively and supportively within a team	X		Interview / Reference
Able to solve problems and make decisions	X		Interview / Reference
Discreet and able to deal with confidential information	X		Interview / Reference
Able to respond flexibly to the demands of working in a school environment (many tasks are best undertaken out of school hours)	X		Interview / Reference
Has initiative and can work independently without excessive supervision	X		Interview / Reference
Ability to remain calm under pressure and work effectively in a busy environment	X		Interview / Reference
Other Requirements			
A commitment to safeguarding and promoting the welfare of students	X		Interview / Reference
Able to show a strong commitment to the ethos of the College	X		Interview
Excellent reliability, punctuality and professional conduct	X		Reference
Commitment to continuing professional development	X		Application / Interview
Able to undertake all the physical requirements of the post and use equipment according to Health & Safety guidelines	X		Interview
Willingness to undertake further relevant training and to pass those skills on to other members of staff as appropriate	X		Interview