

IT TECHNICIAN – PERSON SPECIFICATION

Attributes	Essential	Desirable	Essential criteria evidenced by – AF (Application Form); T (Test); I (Interview); R (References)
Education, Training and Qualifications <i>(evidence of qualifications will be required)</i>	E1 - English and Maths GCSE graded 9-4/A*- C (or equivalent) E2 - Qualification or training relating to the role or equivalent experience.	D1 - Evidence of recent and relevant training in IT. D2 - Understanding of current trends in education.	AF
Experience	E3 - Experience of installing and configuring computer hardware and software. E4 - Experience of software installation and troubleshooting. E5 - Good working knowledge of PC operating systems, including Windows 11. E6 - Experience of using Microsoft Office and Office 365.	D3 - Hardware fault diagnosis and repair. D4 - Experience of working with and troubleshooting Windows server technologies. D5 - Working in an industry which is 'people focussed'. D6 - Experience of troubleshooting wired and wireless networking. D7 - Experience of social media platforms, face book, Instagram in a professional setting. D8 - Previous experience of working in an educational environment. D9 - Experience with Chrome Books. D10 - Experience of using Apple tablets D11 - Experience in Adobe Creative Cloud or equivalent	AF/Test/Interview/References
Knowledge, Skills and Abilities	E7 - Ability to work under pressure, meet realistic deadlines and manage own stress. E8 - Ability to learn new technologies. E9 - Ability to anticipate problems, develop creative solutions. E10 - Ability to prioritise technical problems and fix accordingly. E11 - Excellent written and oral communication skills. E12 - Prioritise, plan and organise self. E13 - Listen to and reflect on feedback from others. E14 - Ability to relate well to students (11yrs-18yrs). E15 - Ability to build and maintain positive relationships with individuals and groups. E16 - To have a flexible approach to working hours.	D12 - Knowledge of school's software, i.e. SIMS.net, School Synergy, Net Support, Impero. D13 - Knowledge of cameras and photography equipment. D14 - Knowledge of using video editing software and graphic design packages. D15 - Knowledge of Cat5/6 cabling and terminating. D16 - Knowledge of MDM solution (Intune)	AF/Test/Interview/References

	<p>E17 - Ability to maintain strict confidentiality at all times.</p> <p>E18 - Ability to work with attention to detail at all times.</p> <p>E19 - Ability to set and maintain high professional standards.</p> <p>E20 - Ability to work flexibly with people.</p> <p>E21 - Ability to give clear and concise guidance to others whilst having sensitivity to the different levels of expertise in school.</p> <p>E22 - A willingness to develop skills in editing photographs and videos for use across different platforms, ensuring good quality and timely outputs.</p> <p>E23 - The ability to design graphics and reusable templates (eg posters, PowerPoint templates) that are consistent, readable and accessible.</p>		
Personal Qualities	<p>E24 - Willingness to accept the demands and challenges of the post and respond in a flexible manner.</p> <p>E25 - Outgoing personality with a friendly approach to customer care.</p> <p>E26 - Good sense of humour.</p> <p>E27 - Reliable, conscientious and hard working.</p> <p>E28 - Possession of an enthusiastic, energetic, positive and 'can do' attitude.</p> <p>E29 - Willingness to go the 'extra mile'</p>		AF/Interview/References
Other	<p>E30 - Ambition to learn and develop in the role.</p> <p>E31 - Enjoy varied work and fast paced environment.</p> <p>E32 - Interest and willingness to keep abreast of new developments in software and hardware.</p> <p>E33 - Commitment to undertake in-service development.</p> <p>E34 - Satisfactory attendance record/commitment to sustained and regular attendance at work.</p> <p>E35 - Willingness to work outside of contracted hours when required.</p> <p>E36 - To work within school policies and procedures.</p> <p>E37 - To contribute to the provision of an effective environment for learning.</p> <p>E38 - To positively promote the school to support the marketing strategy.</p> <p>E39 - To take care of their own and others health and safety.</p> <p>E40 - Commitment to safeguarding and protecting the welfare of children and young people.</p>		AF/Interview/References

