



Person Specification – ICT Technician

Qualifications	<ul style="list-style-type: none"> • 5+ GCSEs A*-C including English & Maths or equivalent. • Have or working towards CompTIA A+, Network+ or Microsoft MCP certifications. 	<p>Essential</p> <p>Desirable</p>
Experience	<ul style="list-style-type: none"> • Experience in a similar role within an educational environment. • Experience of ICT support including a wide range of hardware and software. • Experience of supporting audio visual and other classroom technologies. • Experience of building and deploying client PC and laptop images. • Experience of installing software and hardware to pre-defined requirements. • Experience of supporting Apple Macs, and iPads. 	<p>Desirable</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p>
Knowledge & Skills	<ul style="list-style-type: none"> • Underpinning knowledge to support the experience requirements above. • Windows 10 support and deployment. • Microsoft Office 2016-19 support and deployment. • Knowledge of how ICT is used to support teaching and learning. • Knowledge of networks and computer systems and troubleshooting techniques. • Knowledge of virtualisation technologies. • Knowledge of security software and systems. • Understanding of Health & Safety and other application regulations and their application. • Knowledge of data protection regulations and implications. • Excellent customer service and interpersonal skills. • Excellent problem solving and ICT support skills. • Excellent organisational skills with the ability to work to tight deadlines. • The ability to deal with competing demands and priorities. 	<p>Essential</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>

[illegible]