

Person Specification – ICT Technician

Qualifications	• 5+ GCSEs A*-C including English & Maths or equivalent.	Essential
	 Have or working towards CompTIA A+, Network+ or Microsoft MCP certifications. 	Desirable
Experience	 Experience in a similar role within an educational environment. 	Desirable
	 Experience of ICT support including a wide range of hardware and software. 	Desirable
	 Experience of supporting audio visual and other classroom technologies. 	Desirable
	 Experience of building and deploying client PC and laptop images. 	Desirable
	 Experience of installing software and hardware to pre- defined requirements. 	Desirable
	Experience of supporting Apple Macs, and iPads.	Desirable
Knowledge & Skills	 Underpinning knowledge to support the experience requirements above. 	Essential
	Windows 10 support and deployment.	Desirable
	Microsoft Office 2016-19 support and deployment.	Desirable
	 Knowledge of how ICT is used to support teaching and learning. 	Desirable
	 Knowledge of networks and computer systems and troubleshooting techniques. 	Desirable
	Knowledge of virtualisation technologies.	Desirable
	Knowledge of security software and systems.	Desirable
	 Understanding of Health & Safety and other application regulations and their application. 	Desirable
	Knowledge of data protection regulations and implications.	Desirable
	Excellent customer service and interpersonal skills.	Desirable
	Excellent problem solving and ICT support skills.	Essential
	 Excellent organisational skills with the ability to work to tight deadlines. 	Essential
	The ability to deal with competing demands and priorities.	Essential

	The ability to work within the Schools policies, procedures and expectations.	Essential
	Keen interest in web design and web technologies	Desirable
Personal & Professional Qualities	 An understanding of the importance of good relationships with all stakeholders at the school. 	Essential
Quanties	The ability to work under direction and independently and to use initiative but within the ethos of the school.	Essential
	A positive 'can do' attitude.	Essential
	To be self-motivated.	Essential
	Committed to high standards with a good eye for detail.	Essential
	To have a flexible approach to work.	Essential
	 To embrace change positively and work to further improve practices and systems. 	Essential
	 A commitment to follow the school expectations with regards professional behaviours. 	Essential
	Reliable, honest and trustworthy.	Essential
	 To be committed to safeguarding and promoting the welfare of children and young people and follow the safeguarding policy. 	Essential