



Person Specification

ICT Technician

| Qualifications | Essential | Desirable |
|---|------------------|------------------|
| 5 GCSE's or equivalent including Maths and English | ✓ | |
| Level 2/3 ICT qualification | ✓ | |
| Experience | Essential | Desirable |
| Excellent problem-solving and resolution abilities on a wide range of software, hardware and network issues | ✓ | |
| Working in a school environment | | ✓ |
| Knowledge & Skills | Essential | Desirable |
| Ability to recommend, configure and maintain the schools hardware estate/infrastructure of Servers, PC's, Laptops, Projectors, Interactive Boards, Printers and Cabling | ✓ | |
| Good working knowledge of standard operating platforms including Windows Server 2016 and Windows 10 | ✓ | |
| Good working knowledge of Microsoft Office Suite | ✓ | |
| Ability to organise and prioritise schedules of work | ✓ | |
| Ability to communicate effectively both verbally and in writing | ✓ | |
| Ability to cope with and adapt to change | ✓ | |
| Ability to work well under pressure | ✓ | |
| Ability to advise, communicate effectively and assist a range of nontechnical users within an organisation | ✓ | |
| Personal Qualities | Essential | Desirable |
| Works well as a member of a team and to contribute imaginatively to team development and problem solving | ✓ | |
| Think and work independently | ✓ | |
| Flexible and adaptable | ✓ | |
| Patient, positive, approachable and friendly | ✓ | |
| Proactive nature | ✓ | |
| High level of accuracy and attention to detail | ✓ | |
| Maintains confidentiality | ✓ | |
| Ability to relate well to children and adults | ✓ | |
| Display commitment to protection and safeguarding of children and young people | ✓ | |