

Person Specification – ICT Technician

Category	Essential	Desirable
Physical	<ul style="list-style-type: none"> • Smart business like appearance. • Able to move equipment around the Academy. 	
Qualifications	<ul style="list-style-type: none"> • A good general education including minimum GCSE Grade C or equivalent in English and Mathematics. • A relevant ICT qualification. 	<ul style="list-style-type: none"> • Microsoft Qualifications • Other relevant ICT training
Experience	<ul style="list-style-type: none"> • Experience of working in a technical support role. 	<ul style="list-style-type: none"> • Experience of working in a technical support role in a school.
Training	<ul style="list-style-type: none"> • Willing to participate fully in all relevant training. 	
Special Knowledge	<p>A sound working knowledge and understanding of:</p> <ul style="list-style-type: none"> • Hardware repairs of laptops / tablets • Installation of Microsoft Windows on standalone devices and networked PC's • Good understanding of Office 365 – Outlook, OneDrive for Business, Exchange and Sharepoint Online • Installation of Microsoft Office Suite • Setup of computer hardware, software and systems • Setup of network printers, installation of software locally & through package allocation • Computer troubleshooting from diagnostics to backup of data to upgrade or rebuild • Computer viruses and security 	<ul style="list-style-type: none"> • RM CC3/CC4 • Computer networks • Imaging of devices • Microsoft Intune • Microsoft SCCM • ICT Development in education • A good understanding of the legal, security and moral issues relating to use of ICT in schools

	<ul style="list-style-type: none"> • Microsoft Windows Server 2008-2012 basic Active Directory users and permissions 	
Circumstances	<ul style="list-style-type: none"> • Able to work occasional weekends and evenings. • Able to travel between sites 	
Disposition	<ul style="list-style-type: none"> • Ability to respond to conflicting demands and prioritise work load • Able to operate effectively as part of a team and with minimum supervision. • Able to relate well to staff, students and other users. • Able to work to deadlines. • Self-motivated. • Able to work under pressure • Enthusiastic and willingness to learn and develop new skills • Able to maintain the appropriate professional relationships and boundaries with students. 	
Practical and Intellectual Skills	<ul style="list-style-type: none"> • Analytical and problem solving skills • Good organisational skills • An ability to fulfil all spoken aspects of the role with confidence through the medium of English. 	
Legal Requirements	<ul style="list-style-type: none"> • Enhanced Disclosure and Barring Service Check. 	