

PERSON SPECIFICATION: Senior IT Technician

CRITERIA	ESSENTIAL	DESIRABLE
QUALIFICATIONS	<ul style="list-style-type: none"> • ICT NVQ level 3. 	<ul style="list-style-type: none"> • MCITP
EXPERIENCE	<ul style="list-style-type: none"> • At least 3 years of experience in 1st, & 2nd support. • Hardware and software installation and maintenance. • Administrating Microsoft Desktop Operating Systems. • Knowledge and experience of the following Server applications- Win Server 2012 R2 (including Active Directory, GPO and OU's), 2016 and 2019. • Installation and Administration of Microsoft Office Applications. • Support of SIMS. • Experience of VLEs. • Support and maintenance ICT Systems infrastructure (e.g. desktops, laptops, Apple Macs etc.) • Knowledge of MDM's and general support of tablets. • Providing both hardware and software support to users. • Performing PC hardware repairs and upgrades. • Diagnosing and resolving PC, peripheral and application errors. • Management of smart boards, projectors, printers, interactive displays & AV equipment. • Managing Small Projects. • Experience of SCCM. • Liaison with external suppliers. • Administrating Computer Networks (Wired and Wireless). 	<ul style="list-style-type: none"> • Experience of 3rd line support. • At least 5 years of experience and knowledge of computer software and hardware technologies. • Administrating Microsoft Server. • Administrating Microsoft O365. • Administration of Microsoft SharePoint. • Administration of Microsoft SQL. • Administrating Microsoft Lync. • Administrating Computer Networks (Wired and Wireless). • Web Site Administration. • Staff training experience.
SKILLS	<ul style="list-style-type: none"> • Excellent spoken, written and verbal English with an eye for detail, design and attention to detail. • Able to create and maintain operational manuals. • Able to produce reports. • Able to create User guides. • Ability to work independently and, at the same time, understand the value of team work and the overall strategy of the department, for the benefit of young people. • Excellent customer facing skills and the ability to communicate clearly at all levels. • Ability to take initiative and work proactively to provide solutions to unexpected problems and situations. 	<ul style="list-style-type: none"> • Able to create and maintain Disaster recovery plans. • Ability to relate to young people, within different age groups, about attendance and behaviour issues. • Ability to be a good role model to young people – demonstrate and promote positive values, attitudes and behaviour.

	<ul style="list-style-type: none"> • Able to quickly establish positive working relationships with students, staff, parents and a wide range of people from within and outside the school. • Ability to handle difficult situations with sensitivity, confidentiality and discretion at all times, combined with a calm personality, a practical approach and sound judgement. • Ability to plan and prioritise own workload, those of others, act on own initiative and manage conflicting demands, with minimum supervision. • Able to provide supervision of others, work flexibility and proactively while maintaining a high standard of professionalism. • Able to work with precision, dexterity and co-ordination. • Ability to handle considerable levels of work-related pressure from meeting deadlines, system interruptions or conflicting demands. • Suitability to work with children and young people. 	
KNOWLEDGE	<ul style="list-style-type: none"> • Practical and procedural technical knowledge of specialist ICT systems and hardware. • Practical and procedural technical knowledge of Computer Networking principals. • Mobile Technologies. 	<ul style="list-style-type: none"> • Web Technologies
PHYSICAL DEMANDS	<ul style="list-style-type: none"> • Ability to lift and carry, moving computer equipment on a regular basis. • Ability to occasionally work in awkward positions, (e.g. under desks). 	
PHYSICAL RESOURCES	<ul style="list-style-type: none"> • Careful handling and use of expensive computer equipment. • Handling of computerised information with care and accuracy, confidentially and securely. 	
OTHER	<ul style="list-style-type: none"> • Enthusiasm, energy and commitment. • High expectations of ICT systems, of self and the ability to prioritise activities which would have the most impact on effective teaching and learning. • A commitment to safeguarding & promoting the welfare of children and young people. • A willingness to undertake additional training, keep up-to-date with developments and changes in good practice. • Awareness and adherence to relevant health & safety regulations and a commitment to equality of opportunity. • Accept the need for continuing development and training. 	<ul style="list-style-type: none"> • High expectations of all young people, respect for their social, cultural, religious & ethnic background, and a commitment to raising the achievement & self-esteem of all young people.