

The Minster School, Southwell

Person Specification ICT Support Services Technician - Scale 4

Category	Essential	Desirable	Evidence
Qualification, Knowledge & Experience 5 GCSE's (grade A-C) including Maths and English - Degree or HND equivalent in computer related subject - Prior experience in an ICT support role - Prior experience in an Educational setting - Knowledge of Microsoft Windows XP Professional - Knowledge of wired/wireless networking and protocols	✓ ✓ ✓ ✓	 ✓ ✓	(A/D) (A/D) (A) (A) (A/I) (A/I)
Skills and Abilities - Ability to prioritise tasks, manage time effectively and meet deadlines - Ability to cope effectively with the pressures of a demanding role - Ability to maintain confidentiality in all aspects of work - Good communication skills - An understanding of safeguarding and how it relates to the post of ICT Support Services Technician	✓ ✓ ✓ ✓		(I) (R) (R) (I) (I)
Personal Qualities - Proven interpersonal and communication skills to deal effectively with staff, pupils, parents, governors and outside agencies - Demonstration of tact and sensitivity necessary to work with staff, pupils, parents, governors and outside agencies - Ability to be courteous but firm when dealing with difficult people - Proven ability to work on own initiative - Calmness in responding to emergencies and the unexpected - Be a team player - Excellent attendance record	✓ ✓ ✓ ✓ ✓ ✓		(R/I) (R/I) (I) (R) (R) (R/I) (R/I)

(A) Application; (I) Interview; (D) Documentation; (R) References