



Senior ICT Technician – Skill Requirements

L Burgess, January 2014.

Essential

- Understanding of Windows Server components, including DNS, DHCP, Active Directory, WSUS, Group Policies, security and permission. Experience in administering a large Windows Active Directory based network environment, including fault finding, diagnosis and updates.
- Experience of application creation and deployment including building and editing of MSIs.
- Windows Desktop installation, maintenance and fault diagnosis and exposure to a range of operating systems, including Windows 8, 7, XP, Server 2003, 2008 and OS X.
- Experience with the SIMS.net suite, including all core components, NovaT6, Examinations, FMS, InTouch and SIMS Learning Gateway in order to provide technical support to the SIMS Manager, fault find technical issues and install updates & patches as required.
- Troubleshooting and testing skills (i.e. analytical, be able to narrow down on a problem, use documentation, tools and experience to troubleshoot).
- Excellent timekeeping, multi-tasking, prioritisation skills and the ability to work effectively under pressure at key times.
- Strong interpersonal abilities in order to support staff & students throughout the school including other ICT Tech Team members.
- Professional attitude to maintain confidentiality and security in all aspects of the role at all times.
- Able to assist in hardware rollout, upgrades, maintenance and fault diagnosis at all levels (e.g. servers, network components, workstations, printers, projectors, etc.)

Desirable

- Experience with an RM CC4 Network Management System
- Ability to offer good technical support to users in Microsoft Office.
- Knowledge of Layer 2 switching and physical network components.
- A solid understanding of good data backup routines, security, techniques and implementation.
- The ability to learn and research new system level software to assist the Network Manager with implementation.
- Experience of and ability to perform routine administration tasks in Microsoft Exchange 2010 (e.g. user management, mailing lists, troubleshooting).
- Entry level Microsoft Support Technician qualifications, with an interest in self study of gaining an MCSA/MCTS.
- Understanding and experience with web-based infrastructure (e.g. Microsoft IIS, PHP)