



**City of London Academy (Southwark)**  
**Person Specification**

**1<sup>st</sup> Line Support Technician**

|                              | <b>Essential</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>Desirable</b>                                                                                                                                                                                                                                                                                                                                                                                          |
|------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Qualifications</b>        | <ul style="list-style-type: none"><li>• Hold a recognised computer or network qualification at NVQ level 3 or equivalent experience.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <ul style="list-style-type: none"><li>• CISCO CCNA, CompTIA A+ Cisco IT Essentials</li></ul>                                                                                                                                                                                                                                                                                                              |
| <b>Knowledge/<br/>Skills</b> | <ul style="list-style-type: none"><li>• Confident user of a range of hardware and OS.</li><li>• Confident user of a range of desktop applications.</li><li>• Basic understanding of network cabling.</li><li>• Able to identify and categorise relevant information for recording purposes.</li><li>• Understand how risk varies between systems, and key system roles in the wider ICT service context.</li><li>• Understand the difference between an incident and a problem.</li><li>• Ability to troubleshoot various technologies</li><li>• Understand the importance of a service level definition.</li><li>• Understand implications of contracts and warranties that are in place.</li><li>• Basic technical knowledge of the possibilities of ICT in providing a solution.</li><li>• Understand and follow work place policies and procedures.</li><li>• Able to use spreadsheets, databases, presentation and desk top publishing software.</li><li>• Understand different types of email clients and technologies.</li><li>• Can produce a simple web page, scripting and programming code.</li></ul> | <ul style="list-style-type: none"><li>• Awareness of client/server based applications. (eg. School's MIS system).</li><li>• Know both general and specific ICT H&amp;S issues relating to work, both for self and all potential users.</li><li>• Able to differentiate between standard and exception changes.</li><li>• Understand benefits and constraints of different backup methodologies.</li></ul> |

|                                         | Essential                                                                                                                                                                                                                                                                                                                                             | Desirable |
|-----------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
|                                         | <ul style="list-style-type: none"> <li>• Can perform simple image and graphic manipulation.</li> <li>• Able to download and save files from the Internet.</li> <li>• Good level of written and spoken English appropriate to the context and audience.</li> </ul>                                                                                     |           |
| <b>Strategic Awareness and Planning</b> | <ul style="list-style-type: none"> <li>• Ability to adjust work methods reflecting on changes in work requirement.</li> </ul>                                                                                                                                                                                                                         |           |
| <b>Teamwork / communication</b>         | <ul style="list-style-type: none"> <li>• An ability to communicate efficiently and confidently to staff and students</li> <li>• An ability to explain technical issues in an accessible manner</li> </ul>                                                                                                                                             |           |
| <b>Problem solving</b>                  | <ul style="list-style-type: none"> <li>• An ability to take responsibility for results</li> <li>• An ability to identify and meet the needs of users in order to deliver a high-quality service.</li> </ul>                                                                                                                                           |           |
| <b>Personal Attributes</b>              | <ul style="list-style-type: none"> <li>• A positive and helpful attitude towards work and colleagues</li> <li>• To be organized and efficient</li> <li>• Have a polite, friendly and flexible approach to work</li> <li>• To keep calm and professional at all times</li> <li>• Interpersonal – common courtesy, tact and confidentiality,</li> </ul> |           |
| <b>Flexibility</b>                      | <ul style="list-style-type: none"> <li>• An ability to adapt successfully to changing circumstances</li> <li>• Be prepared to work unusual hours in cases of operational necessity as directed by Network Manager.</li> </ul>                                                                                                                         |           |