



City of London Academy (Southwark)

Person Specification

2nd Line Support Technician

	Essential	Desirable
Qualifications	• Hold a recognised computer or network qualification at NVQ level 4, CCNA, MCSA. (Candidates with equivalent experience will be considered.)	• MTA, MCSE
Knowledge/ Skills	• Minimum 1 years' experience of working in a school environment • Confident user of a majority of hardware and OS. • Confident user of the majority of desktop applications, including educational software. • Awareness of client/server based applications. (eg. School's MIS system). • Knowledge of the basic principles of structured cabling and the practicalities of connecting network devices. • Recognise the function of basic network infrastructure such as routers and switches. • Aware of the function of network file systems and of file and user administration utilities. • Know both general and specific ICT H&S issues relating to work, both for self and all potential users. • Able to identify and categorise relevant information about changes in configuration for recording purposes. • Able to differentiate between standard and exception changes. • Understand how risk varies between systems, and key system roles in the wider ICT service context. • Understand benefits and constraints of different backup methodologies. • Understand the difference between an incident and a problem. • Understand the role of a knowledgebase in recording and retrieving known solutions to problems. • Understand the importance of a service level definition. • Understand the service level definition implemented in the school. • Understand implications of contracts and warranties that are in place. • Basic technical knowledge of the possibilities of ICT in providing a solution. • Understand and follow Academy policies and procedures.	

	• Able to use spreadsheets, databases, presentation and desk top publishing software. • Understand different types of email clients and technologies. • Can produce a simple web page. • Can perform simple image and graphic manipulation. • Able to download and save files from the Internet. • Good level of written and spoken English appropriate to the context and audience. • Appreciation of the curriculum, including a general understanding of the technical requirements for ICT in the National Curriculum across the Academy. • Basic level understanding of Google Apps and integration with a range of devices. • Understanding of Mareki and Apple configurator to manage iPads	
Strategic Awareness and Planning	• Ability to adjust work methods reflecting on changes in work requirement.	
Teamwork / communication	• An ability to communicate efficiently and confidently to staff and students • An ability to explain technical issues in an accessible manner	
Problem solving	• An ability to take responsibility for results • Ability to troubleshoot and diagnose systems and application performance issues • An ability to identify and meet the needs of users in order to deliver a high-quality service.	
Personal Attributes	• A positive and helpful attitude towards work and colleagues • To be organized and efficient • Have a polite, friendly and flexible approach to work • To keep calm and professional at all times • Interpersonal – common courtesy, tact and confidentiality,	
Flexibility	• An ability to adapt successfully to changing circumstances • Be prepared to work unusual hours in cases of operational necessity	