

Person Specification: IT Support Analyst

	Essential	Desirable
Qualifications, education & specialist skills	• Relevant professional qualifications (eg Microsoft, Cisco, Citrix, VMWare) • Experience of scripting in Powershell & VBS	• Qualified to a degree level in a scientific or technical discipline. • ITIL Foundation or higher
Experience, knowledge & skills	• At least 3 years' experience of providing first and second line IT support • Maintenance and support of audio-visual technologies • Maintenance & support of office productivity applications • Microsoft IIS installation and maintenance • Supporting Windows servers and clients (Windows 7+, Windows Server 2008+) • Support & troubleshooting of wired and wireless networks • Microsoft operating systems build and distribution • Active Directory User Management • Backup & Restore technologies • Client and Server Antivirus and Security • Excellent Troubleshooting and fault finding skills (Hardware, OS and Application) • Updating and Patching of Windows Clients, Windows Servers and Applications (WSUS and SCCM)	• Significant experience of IT support in an educational environment, ideally a school • Windows Server system administration • Creating and maintaining detailed technical documentation • Educational applications support • Supporting and configuring Network Access Control systems • Familiarity with WMI • Administration of firewalls • Exposure to Equallogic SANs • Basic VMware administration • Veeam Backup & Replication configuration and use • MS Exchange administration • Office 365 administration • Airwatch MDM administration • Experience with Dell desktops and servers • OSX Client and Server • HTML, CSS, XSL, Javascript knowledge; coding in C# • Google Apps for Education administration • Microsoft SCCM 2012 & App-V • Citrix XenDesktop • Group Policy; RES Workspace Manager
Interpersonal skills & behavioural qualities	• Enthusiastic approach to learning new skills • Excellent technical & interpersonal communication skills • Good written and verbal communication skills • Team player ethic • Ability to self-start, prioritise and work to deadlines • Adaptability	
Other	• An open-minded and flexible approach to work	