

PERSON SPECIFICATION

Senior ICT Technician

Key to Selection Methods

A = Application
I = Interview
R = Reference

CRITERIA	COMPETENCIES AND ATTRIBUTES	METHOD OF ASSESSMENT
	Qualifications	
Essential	College educated within a relevant discipline 5 GCSEs at A* to C including English and Maths	A
Desirable	Degree educated within a relevant discipline Any other relevant professional IT certifications Recognized ICT service management qualification (e.g. ITIL, Becta, Helpdesk Institute) Professional certifications in Microsoft and/or Cisco technologies e.g. MCSA/MCSE (at least Windows 2000) CCNA	A
	Experience	
Essential	Experience of supporting Windows desktop and server systems and managed network environments Working in an ICT support environment to defined service levels and targets Implementing solutions based on user or customer requirements Experience working on projects as part of a team.	A A A A
Desirable	Experience using Windows Share Point Services or Office Share Point Server. Experience using Disaster Recovery technologies and methodologies Experience of other key IT manufactures or providers products and technologies Experience of leading on projects as part of a team.	A A A A

	Knowledge, Skills and Abilities	
Essential	- An in depth knowledge and practical skill with Windows server management and support including servers performing the following roles: - o Domain controller - o File and print server - o SQL Database server - o DHCP, DNS server - o IIS Web Servers - Windows desktop deployment techniques - Network support and management including configuration of managed network devices. - Wireless network configuration and support. - Configuring security technologies around windows systems, wired and wireless networks. - High level skills in Microsoft Office 2003/2007 - A knowledge of current web technologies - Ability to manage a complex workload. - Ability to communicate effectively across all levels and through all channels - An ability to use existing skills and knowledge as well as quickly grasp a new technology or system - Ability to work effectively with other members of staff up to management level - Ability to work as part of a team to deliver ICT projects - Ability to work quickly and methodically to resolve issues in high pressure situations	A I R A R A R A R A R A R A R A R A R A R A R A R A I R
Desirable	- A working knowledge of Terminal Services - A working knowledge and practical skills with a virtualization solution (Hyper-V) - A working knowledge of the latest technologies from key vendors such as Microsoft - Administration and support skills for Windows SharePoint Services or Office SharePoint Server. - Web development and design skills - An understanding of ICT systems typically used within an educational environment - Knowledge of current issues and topics relating to the use of ICT in education	A I R A I R A I R A I R A R A R A R
	Personal Qualities	
Essential	- A dynamic and level headed individual - A passion for ICT technologies and delivering solutions to end users - The ability to be extremely analytical, methodical and resourceful to solve complex problems quickly and efficiently - A commitment to quality and attention to detail in all	I A I A I

	- aspects of work including documentation - Excellent verbal, written and interpersonal skills with a customer focus - Ability to deliver group and one to one training sessions to a variety of audiences - A commitment to learning and professional development - Ability to work as part of a team and provide a positive contribution to team meetings and decision making processes - Ability to work independently and under own initiative - Ability to work under pressure in a fast moving environment - Excellent organisational skills	A I A I R A I A I A I R A I A I R A I R
Essential	Commitment - The happiness, well-being, self-esteem and progress of all at Guiseley School - Raising standards of attainment - Equal opportunities - Social justice - Vision and ethos of Guiseley School - Safeguarding children	A I A I A I I I I