

Person Specification – IT Support Technician

The successful candidate will be suitably qualified with a breadth of relevant experience and capable of inspiring trust and confidence across a diverse range of students, staff and parents.

	Essential	Desirable
Qualifications	Good general education, with GCSEs or equivalent in English and Maths	Relevant qualifications
	Knowledge of Core IT technologies	Recognised and relevant IT qualifications
	An understanding of the importance of Safeguarding within a school setting	Safeguarding training qualification
Relevant Experience	Experience working in an IT environment	Experience of working in an IT environment within an Educational setting
	Experience of working with key software such as: • Windows operating systems • Microsoft O365 applications • Microsoft AD group policies • Apple Technologies • Backup solutions • Anti-virus software • Safeguarding applications • Help Desk System • Follow-me-printing or similar systems	
	Experience of maintaining, installing, implementing & troubleshooting a range of IT hardware and software systems	
	Familiarity with network servers and WiFi installations	

Knowledge and understanding	Understanding of the fundamentals of IT for IT infrastructure	
	Knowledge of Core IT technologies e.g. configuring and supporting the current Windows desktop, operating systems deployed in the Trust	
Skills and aptitudes	Ability to perform root cause diagnosis and develop technical solutions	
	Excellent time management, organisational and administrative skills	
	Demonstrate the ability to produce clear and well-formatted documents	
	Be able to demonstrate excellent communication skills, both written and verbal	
	A strong client focus and the desire to assist others	
	Ability to work with tact and diplomacy and maintain confidentiality	
	Ability to work under pressure to prioritise and meet deadlines	
	Initiative and ability to work without direct supervision, taking responsibility for tasks, prioritising and scheduling your own work	
	Ability to be a self-starter, work in a team and deliver agreed objectives	
	Identify and undertake personal development opportunities and suggest personal development targets	
Special Requirements	Hold a current full UK driving Licence and have access to a vehicle	
	Enhanced DBS clearance	

	Compliance with all School and Trust policies	
	Safeguarding and promoting the welfare and success of all students and young people.	
	The implementation of equal opportunities practice.	
	Promoting the stated aims and policies	

