

PERSON SPECIFICATION

ICT Technician/Senior ICT Technician



	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Experience	- Detailed knowledge of Microsoft Office and M365. - Familiarity with networking in a Windows environment - Experience of customer service, ideally in a Help Desk or ICT Support environment	- Experience of Active Directory. - Experience managing Citrix - Familiarity with PowerShell - Knowledge of network management	- Application form - Interview
Qualifications	Level 3 qualification in technical or numerate subjects	Degree/Diploma in numerate subject	Certificates
Training	Willingness to undertake further training and to grow into the role.	Have attended relevant training (e.g. Microsoft or similar courses).	- Application form - Interview
Skills and Abilities	- Work as part of a team - Good verbal and written communicator - The ability and willingness to work flexibly within the school under own initiative.	- Customer care skills. - Presentation skills	- Application form - Interview - References
Other Factors	- Must be confident directing students and occasionally supervising students' use of ICT facilities. - DBS at enhanced level - Flexibility of hours	Must be able to work under tight time constraints and plan workload. There may be requirement to work outside the normal school day to support examinations and events	- Application form - Interview - References