

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
KNOWLEDGE & QUALIFICATIONS	• Good literacy and numeracy competency (including GCSE Maths and English at grade C or above), or equivalent qualifications. • Knowledge of API methodologies or similar technologies for the transfer of structured information. • Committed to keep abreast of technical developments and changes to legislation and guidance relating to IT technical support within educational establishments. • An understanding of the legal, security and moral issues relating to the use of IT in schools. • Identify, evaluate new and emerging technologies and opportunities. • Knowledge of software and network integrity and security. • Highly knowledgeable in IT and computer systems. • Endpoint device, LAN and WAN firewalling and VLANs. • Wireless networking protocols and enterprise WiFi security and configuration. • Enterprise anti-virus configuration, deployment and monitoring. • Hypervisor server deployment and configuration in a complex environment. Deployment of clusters, clustered services and integration with storage-area-networks and VLANs. • Endpoint deployment of images and applications • Detailed understanding of Microsoft Active Directory and Azure Ad including Intune. • High proficiency in data analysis tools and software such as SQL, Python, PowerShell and advanced Excel. • Knowledge of API methodologies or similar technologies for the transfer of structured information. • Proficiency in Postman or similar utilities. • A bachelor's degree in Computer Science, Mathematics, Science or a related field or 4 years experience within a similar role.	• Knowledge of MIS systems used within schools, particularly in regards to the technical setup and administration of such systems. • Knowledge of a Human Resource system for capturing and processing in relation to staff data. • Knowledge of Education software such as ShowMyHomeWork, Accelerated Reader. • Knowledge of software and network integrity and security. • Experience of IT support within an educational setting.
SKILLS & EXPERIENCE	• Proven experience working within an ICT support team. • Strong analytical and problem-solving skills, with the ability to understand how systems interact to solve complex problems. • Proven experience in the administration of information/database systems. • Experience of developing applications or scripts to interoperate with information/database systems. • Proven experience of database configuration and management using either Microsoft SQL or My SQL. • Experience of using application programming interfaces (APIs). • Excellent ICT skills including Microsoft Office. • Good oral and written communication skills. • Good negotiation skills. • Good organisational and time management skills. • Excellent interpersonal skills. • Effective problem-solving skills. • Ability to effectively communicate, able to build and sustain positive relationships with all stakeholders in the school community. • Ability to safely operate a range of tools in relation to carrying out desktop and laptop hardware repairs.	• Experience of integrating different systems with SIMS or Active Directory/Office 365. • Experience of ADConnect to synchronise with Office 365. • Excellent programming and scripting skills. • Experience working with data lakes or equivalent within cloud infrastructure. • Experience within all areas of Active Directory and AzureAD including GPO/Groups/Enterprise Apps

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	• Ability to liaise with ICT service providers and other suppliers or contractors in relation to routine matters and fixing simple faults. • Ability to provide advice and assistance to users. • Ability to work to set deadlines but also adaptable to respond to ad hoc requests. • Ability to understand and convey often complex information effectively. • Ability to provide in-service training to colleagues. • Ability to use own initiative to produce clear and concise strategies for the successful resolution. • Ability to work autonomously and apply sound judgement and decision-making skills. • Ability to prioritise conflicting demands. • Experience of the installation and configuration of modern workstation operating systems. • Demonstrated ability to manage multiple projects simultaneously, ensuring timely delivery and quality of work. • Experience in leading teams and collaborating with stakeholders at all levels. • Excellent written and verbal communication skills, with the ability to present complex ideas to non-technical audiences. • Commitment to continuous professional development, staying updated with the latest trends and advancements in data analysis and the education sector.	
PERSONAL ATTRIBUTES	• A keen enthusiasm for ICT. • A keen interest in any technical, engineering or people-support related domains. • High level of integrity and a commitment to highest levels of effort. • Self-motivated, team player and detail oriented. • Resilience to deal with challenging situations. • Energy, vigour and perseverance. • Adaptability to change and embracing of innovation and creativity. • Possess a good level of emotional intelligence and resilience. • Understand other colleagues' priorities. • Demonstrate empathy for users. • Patient, calm, and works well under pressure. • Hard working, flexible, punctual, and reliable. • A keen interest in working within an education-based environment and commitment to inclusion and acceptance of all. • Commitment to continuous improvement through professional development, self-evaluation, and awareness. • Commitment to and able to work in a way that promotes and respects equal opportunities and diversity. • Commitment to and able to work in a way that promotes the safety and well-being of children and young people.	