

BRIGHTON & HOVE CITY COUNCIL

PERSON SPECIFICATION

Post Title: IT Assistant Network Manager
(ICT Technician – Role E)

Department: Children and Young People's Trust

Section: Schools

Essential Criteria

Job Related Education, Qualifications and Knowledge	• ITQ level 3, Microsoft Certification IT Professional level 3, or equivalent qualification or experience in an ICT related discipline. • A sound general IT background with knowledge of industry standard desktop application software, e.g. MS Office and hardware. • Understand how ICT can enhance teaching and learning in schools. • Comprehensive knowledge of ICT initiatives and developments in schools/colleges. • Detailed practical knowledge of the relevant Windows operating systems. • Knowledge of Windows 2000/2003 File Server Networks. • Knowledge of manual handling techniques. • Detailed knowledge of both general and specific ICT H&S issues relating to work, both for self, staff and all potential users. • Appreciation of the various stages in procuring goods and services. Specific roles may require: • detailed practical knowledge of Microsoft Exchange for Outlook and/or knowledge of Windows ISS Web server, PHP, miSQL, ASP, Dreamweaver (or equivalent).
Experience	• Substantial and expert experience of installing, configuring and upgrading hardware and software and troubleshooting in a networked environment with minimum supervision. • A confident and experienced user of all hardware and operating systems in use within the school. • A confident and experienced user of all desktop applications in use within the school, including educational software. • Substantial and expert experience of network and systems management within a small user population and experience of implementing sound resource and user level security. • Experience of working as part of a team in a busy IT support environment and providing desktop and network support in accordance with contracts or service level agreements. • Knowledge of ICT issues and trends.

	• Some experience of supervising the activities of technical support staff, where the role requires it. • Specific roles may require experience of web development.
Skills and Abilities	• Able to apply an innovative approach to problem solving within own specialist area. • Able to troubleshoot and resolve problems on newly implemented systems using the product's manual for support. • Able to identify potential difficulties / issues, analyse / diagnose them and make recommendations. • Able to provide high-level technical support on any hardware and software encountered within the school, with minimum support. • Able to work methodically and accurately, with close attention to detail, e.g. providing consistent documentation when tracking the progress of all Incidents and Problems to avoid comprising the integrity of the network. • Well developed interpersonal and communication skills, in particular the ability to communicate clearly and effectively on technical subjects to non-specialists in formal and informal settings.. • Able to remain calm under pressure, dealing with all customers patiently. • Able to liaise with senior staff, e.g. discuss with teachers the advantages and problems of using mobile electronic whiteboards. • Able to influence others within agreed guidelines and budget constraints, e.g. suppliers of goods and services • Able to prioritise own workload and, when co-ordinating a team, to allocate work appropriately. • Ability to work on simultaneous projects and prioritise conflicting demands. • Able to research, test and install new technologies. • Able to document current policies and practices. • Able to help with the induction of new ICT Technicians across a broad range of activities and work closely with others in a mutually supportive manner. • Able to work alone with minimal supervision. • Able to use initiative and take responsibility for own actions. • Excellent record keeping skills. • Able to train groups of staff. • Able to supervise staff where this is a requirement of the role. • Able to lift and handle ICT equipment.
Equalities	• To be able to demonstrate a commitment to the principles of Equalities and to be able to carry out duties in accordance with the Council's Equalities Policy.