



## IT TECHNICIAN - PERSON SPECIFICATION

Key Areas	Essential Attributes	Desirable Attributes
Qualifications	<ul style="list-style-type: none"><li>• 5 GCSEs or equivalent. Grade 4/C or above including English and Mathematics</li><li>• Applicable technical or vocational qualification</li></ul>	<ul style="list-style-type: none"><li>• GCSE Science</li></ul>
Key Competencies or Skills	<ul style="list-style-type: none"><li>• Effective written and spoken communication skills at all levels</li><li>• Excellent organisational, relationship and administrative skills</li><li>• Able to create solutions to problems with minimal supervision</li></ul>	
Personal Qualities	<ul style="list-style-type: none"><li>• Ability to work on own initiative or as part of a team</li><li>• Must be able to multi-task, prioritise and plan effectively</li><li>• Ability to work under pressure and to tight deadlines</li><li>• Energetic, enthusiastic and committed</li><li>• Attention to detail</li><li>• Professional manner and ability to instil confidence through communication</li><li>• Empathetic and sensitive to students/staff individual needs and existing skills</li><li>• Good telephone manner</li></ul>	
Experience/Knowledge	<ul style="list-style-type: none"><li>• Basic understanding of DNS, DHCP, TCP/IP (and other network protocols)</li><li>• Knowledge of school Management Information Systems</li><li>• Excellent skills in Word, Excel and Access</li><li>• Software/hardware knowledge</li></ul>	<ul style="list-style-type: none"><li>• Previous experience of working to support IT systems</li><li>• Expert knowledge and experience of the Microsoft eco-system including Servers &amp; Client OS, SQL Server, System Center Configuration Manager,</li></ul>

	<ul style="list-style-type: none"> <li>• Experience of application and use of a wide range of software (including Microsoft Operating Systems and Microsoft Office).</li> </ul>	<p>Virtual Machine Manager, Active Directory.</p> <ul style="list-style-type: none"> <li>• Understanding of an Aruba wireless system</li> <li>• Understanding of Microsoft Hyper-v configured in a High Availability Failover Cluster</li> <li>• Understanding of Storage Area Networks</li> </ul>
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