



IT Technician (Shared Services Team) - Person Specification

Criteria		Evidence	Scoring Method
Qualifications and experience	A Good standard of Education, including literacy and numeracy at level 2 or above (or equivalent)	A	Pass/Fail
	High level of knowledge of Microsoft 365 applications, including admin suite	A	Numerical Scale
	Demonstrable experience working in IT in an Education or Customer Service environment, with experience of working with - E-mail services - Wireless networking technology - Web filtering and firewall configuration - Group Policy Management - Imaging end user devices on a large scale DNS, DHCP, VOIP, Microsoft Active Directory,	A/I	Numerical Scale
Knowledge and Skills	Knowledge of Windows 11 and Windows Server 2016	A/I	Numerical Scale
	Knowledge of Active Directory	A/I	Numerical Scale
	Knowledge of networking and IP	A/I	Numerical Scale
	Knowledge of (X)HTML and CSS	A/I	Numerical Scale
	Working knowledge of Intune deployment and configuration	A/I	Numerical Scale
	Working knowledge of Entra ID and large scale user management	A/I	Numerical Scale
	Ability to reliably commute to all of our school sites	A/I	Numerical Scale
Values and Behaviours	Trust Acts in a reliable, consistent, credible, honest, humble, courageous manner. Manages emotions and helps others to do the same. Keeps promises and does what they say they will.	I	Numerical scale
	Service Puts themselves in the service of others. Reduces stress and anxiety in the organisation by modelling calm and considerate behaviour. behaves in a dutiful way, demonstrating humility and self-control. Removes barriers to enable others to do their jobs well	I	Numerical scale
	Wisdom Develops knowledge and expertise, then shares that knowledge. Learns from mistakes and failures and admits when they are wrong. Sees systems and processes as ways to fulfil our purpose, removing or changing them if they fail in that.	I	Numerical scale
	Courage Holds themselves to account when something goes wrong. Remains calm, optimistic and positive in the face of adversity and change. Speaks honestly, openly and with empathy	I	Numerical scale

A = Application (inc. supporting letter), I = assessed during Interview Day(s)

TEAL is committed to safeguarding and promoting the safety and welfare of children and young people and expects all staff to share the commitment. All appointments will, therefore, be subject to a satisfactory Enhanced Level Disclosure and Barring Service Clearance as well as all other relevant pre-employment vetting checks.