



IT Apprenticeship - Person Specification

JOB REQUIREMENT		Essential	Preferred	* How assessed
Qualifications, knowledge and experience	Grade C or above in English and Maths GCSE/GCE		√	A
	Excellent knowledge of Microsoft Office suite	√		A
	Working in an ICT support role		√	A & I
	Working in education or customer service environment		√	A & I
	Excellent Interpersonal Skills and telephone manner	√		A & I
	Knowledge of Windows 10 and Windows Server 2012 R2+		√	A & I
	Knowledge of Active Directory		√	A & I
	Knowledge of networking and IP		√	A & I
	Knowledge of (X)HTML and CSS		√	A & I
Personal and interpersonal	Working with People Demonstrates an interest in and understanding of others; adapts to the team and supports team spirit; listens, consults others and communicates well; supports and cares for others; develops and openly communicates self-insight. Helpful and positive attitude in a busy environment.	√		A & I
	Relating & Networking Establishes good relationships with customers and staff; builds wide and effective networks of contacts inside and outside the organisation; relates well to people at all levels; manages conflict; uses humour appropriately to enhance relationships with others. Ensure image is respectable and professional at all times.	√		A & I
	Delivering results and meeting customer expectations Focuses on customer needs and satisfaction; sets high standards for quality and quantity; monitors and maintains quality and productivity; works in a systematic, methodical and orderly way; consistently achieves project goals. Ability to be an effective timekeeper and able to manage and organise your own time. Ability to work to deadlines and a willingness to respond positively to all aspects of work.	√		A & I
	Following Instructions & Procedures Appropriately follows instructions from others without unnecessarily challenging authority; follows procedures and policies; keeps to schedules; arrives punctually for work and meetings; demonstrates commitment to the organisation; complies with legal obligations and safety requirements of the role. Ability to use initiative and problem solve. Demonstrable attention to detail.	√		I
Child Protection	A commitment to the responsibility of safeguarding and promoting the welfare of young people.	√		A & I
	Enhanced DBS disclosure (<i>to be completed by preferred candidate following interview</i>).	√		C
	Willingness to undertake safeguarding training when required.	√		I

* A = application, C = clearances, I = interview, T = task