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**IT Technician (School Support Team) - Person Specification**

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| **JOB REQUIREMENT** | | **Essential** | **Preferred** | **\* How assessed** |
| **Qualifications, knowledge and experience** | A Good standard of Education, including literacy and numeracy at level 2 or above (or equivalent) | √ |  | A |
| High level of knowledge of Microsoft 365 applications, including admin suite | √ |  | A |
| 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 |
| 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 |
| Working knowledge of Intune deployment and configuration | √ |  | A & I |
| Working knowledge of Entra ID and large scale user management |  | √ | A & I |
| Ability to reliably commute to all of our school sites | √ |  | A & I |
| **Personal and interpersonal** | **Interacting and Presenting - 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. | √ |  | I |
| **Organising and Executing - 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. | √ |  | I |
| **Organising and Executing - 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 |
| **Supporting and Co-operating - 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. | √ |  | I |
| **Adapting and Coping - Coping with Pressures and Setbacks**  Works productively in a pressurised environment; keeps emotions under control during difficult situations; maintains a positive outlook at work; handles feedback well and learns from it | √ |  | I |
| **Child Protection** | A commitment to the responsibility of safeguarding and promoting the welfare of young people. | √ |  | I |
| Enhanced DBS disclosure *(to be completed by preferred candidate following interview).* | √ |  | C |
| Willingness to undertake safeguarding training when required. | √ |  | I |

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