



IT Site Lead - Person Specification

JOB REQUIREMENT		Essential	Preferred	* How assessed
Qualifications, knowledge and experience	Grade C or above in English and Maths GCSE/GCE (or equivalent)		√	A
	Excellent knowledge of Microsoft Office suite (or equivalent)	√		A
	Working in an ICT support role		√	A, I
	2 years minimum of working in an education or customer service environment	√		A, I
	Excellent Interpersonal Skills and telephone manner	√		A, I
	Knowledge of Windows 11 and Windows Server OS	√		A, I
	Knowledge of Active Directory	√		A, I
	Knowledge of Office365 admin suite	√		A, I
	Knowledge of networking	√		A, I
	Experience of managing a budget		√	A
	Experience of working with / knowledge of the following: <ul style="list-style-type: none"> - E-mail services – Office 365 - Wireless networking technology - Cloud technologies e.g. Google Suite, Sharepoint, Asset management, email filters 	√		A, I
	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
Personal and interpersonal	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
Child Protection	A commitment to the responsibility of safeguarding and promoting the welfare of young people.	√		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