

Person Specification

**Job Title: ICT Technician**

|  |  |  |
| --- | --- | --- |
| **Knowledge** | **Essential** | **Desirable** |
| Good knowledge of general ICT software and hardware |  |  |
| Understanding of child safeguarding procedures |  | ✓ |
|  |  |  |
| **Qualifications** |  |  |
| Willingness and ability to obtain/or enhance qualifications and training for development in post | ✓ |  |
|  |  |  |
| **Experience** |  |  |
| Experience of working in an IT support role | ✓ |  |
| Experience of Active Directory and user account management | ✓ |  |
| Good understanding of current software operating systems | ✓ |  |
| Experience of network protocols and VLANs |  | ✓ |
| Exposure to automated OS and software deployment techniques |  | ✓ |
| Experience with anti-virus solutions |  | ✓ |
| Experience of connecting mobile devices to centralised services |  | ✓ |
| Experience of working in a school environment |  | ✓ |
| An appreciation of the ICT related requirements in an educational environment |  | ✓ |
|  |  |  |
| **Skills** |  |  |
| Excellent communication and listening skills. | ✓ |  |
| Able to independently research and implement ICT solutions | ✓ |  |
| Displays tact and sensitivity with an understanding and respect for confidentiality and security | ✓ |  |
| Good time management and organisational skills | ✓ |  |
| Ability to think creatively and solve basic problems | ✓ |  |
| Ability to relate to students in a pleasant and sympathetic manner and to recognise potential child safeguarding issues | ✓ |  |