

**Person Specification - ICT Technician**

The successful candidate will display the following qualities and characteristics. They will:

* have the ability to monitor practice, apply accountability and contribute to team thinking
* be capable of self-reflection to continually develop their personal skills
* display initiative and the ability to self-motivate

Further requirements of the position are detailed below:

|  |  |  |
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| **Training and Qualifications** | **Essential** | **Desirable** |
| At least 5 x GCSE (A\*-C) including Maths and English | \* |  |
| Relevant IT qualification or equivalent work experience | \* |  |
| Evidence of sustained CPD in an ICT related area |  | \* |
| **Experience** | **Essential** | **Desirable** |
| Experience of working in a technical support role including a wide range of hardware, software and networks | \* |  |
| Experience of installing software and hardware to pre-defined requirements |  | \* |
| Experience of finding creative solutions to ICT related problems and tasks |  | \* |
| Experience of working in a school or other public sector ICT team |  | \* |
| **Professional Knowledge and Understanding** | **Essential** | **Desirable** |
| A good understanding and working knowledge of modern operating systems, popular desktop software & cloud based workspaces. E.g. Microsoft Windows, Microsoft Office., Google Workspace. | \* |  |
| Knowledge of troubleshooting techniques | \* |  |
| Knowledge of security software and systems |  | \* |
| Knowledge of how ICT is used to support teaching and learning |  | \* |
| Understanding of Health and Safety, and other application regulations, including GDPR, and implications |  | \* |
| **Personal Skills and Abilities** | **Essential** | **Desirable** |
| Personal proficiency in ICT | \* |  |
| Excellent customer service skills and ability to respond quickly as circumstances dictate | \* |  |
| Excellent problem solving skills including the ability to carry out research for solutions to assist in problem solving | \* |  |
| Professional communication skills, both verbal and written | \* |  |
| Efficient and effective organisational skills including the ability to work to deadlines | \* |  |
| A willingness to work flexibly, sometimes outside of normal core hours, in response to work demands. | \* |  |
| Ability to respect and maintain confidentiality | \* |  |
| Ability to build and sustain effective working relationships, with all stakeholders | \* |  |
| Ability to work effectively as part of a team, understanding Academy roles and responsibilities and your own position within these | \* |  |
| A strong commitment to the Academy values, ethos and expectations | \* |  |
| A strong work ethic | \* |  |
| Reliable, honest and trustworthy | \* |  |
| Willing to develop and learn new skills | \* |  |
| A willingness to travel between the school sites | \* |  |
| Possess clean driving licence and has own transport |  | \* |