

Person Specification - Trust IT Technician

	Requirements	Essential	Desirable	Proposed selection method*
Personal Qualities	Flexibility and a willingness to adapt to changing circumstances and to work under pressure.	X		A/I
	Honesty, reliability, integrity, and commitment.	X		A/I
	Ability to act as a motivated team member.	X		A/I
	Ability to adhere to written procedures and policies.	X		A/I
Experience	Basic Windows Server knowledge (2012-2019) including DNS, DHCP, Active Directory, Group Policy	X		A/I
	Windows 10 desktop support and maintenance	X		A/I
	In depth knowledge of Microsoft Office 2016/2019/365	X		A/I
	Excellent IT skills and computer literacy.	X		A/I
	Experience of desktop/laptop hardware and peripheral equipment repair and maintenance.	X		A/I
	Experience of Azure AD, Intune, Microsoft 365, Microsoft Deployment Toolkit/WDS, Hyper-V, Google Admin, Chrome OS		X	A/I
	Experience in a technical support position in the public or private sector	X		A/I
	Experience of using HP Aruba and Cisco networking equipment.		X	A/I
Qualifications	5 GCSE's including Maths and English (Grade C / 4 minimum and above) or equivalent.	X		A
	IT related qualification(s).		X	A
Skills and Knowledge	Communicate effectively both orally and in writing with governors, students, staff, parents, and external clients.	X		A/I
	Develop good relations with staff, students, and others.	X		A/I

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	Monitor outcomes and report them back to supervisory staff.	X		A/I
	Have good problem-solving skills.	X		A/I
	Be able to show initiative when appropriate.	X		A/I
	Be able to manage a range of priorities and prioritise responses.	X		A/I
	Ability to provide informal training to staff/pupils of hardware/software	X		A/I
Equal Opportunities	Awareness, understanding and commitment to the pursuit of equal opportunity, in terms of service delivery and employment practice.	X		A/I
	Awareness of discrimination policies.	X		A/I
Work Related Circumstances	Be willing to undertake further training and development, as necessary, to enhance service delivery and self-development.	X		A/I
	Willingness to participate in a shift-type working pattern or work overtime if required.	X		A/I
	Be able and willing to travel between all Trust Schools, including any new schools that subsequently join the Trust.	X		A/I
	Driving license and use of a vehicle to travel to work		X	A/I

A = Application

I = Interview