PERSON SPECIFICATION: SENIOR IT TECHNICIAN

Criteria	Essential	Desirable
Knowledge and Understanding	Demonstrate a passion for enabling and supporting the use of IT to support the teaching and learning of pupils. Demonstrate a passion for computing and technology. Good knowledge of: • Microsoft Server and Desktop operating systems • Active Directory Domain Services • Microsoft Office desktop packages • Microsoft Cloud SaaS applications such as Microsoft 365 • Apple iOS and iPadOS operating systems A strong knowledge and understanding of computer hardware and software. A practical understanding of the principles of cyber-security and endpoint protection. An awareness and understanding of the importance of confidentiality and data protection. Demonstrate an understanding of customer service. An understanding of the basics of the role of IT within an educational environment.	Knowledge of enterprise IT technologies and solutions including hardware, software and infrastructure. Good knowledge of Microsoft server applications and associated technologies. Demonstrate an understanding of the ITIL framework. A working practical knowledge of network infrastructure solutions, topologies, and implementations.
Qualifications	Possession of an appropriate IT qualification, or willingness to work towards this. Minimum 5 GCSE passes grade A-C (or equivalent), including English and Maths.	Microsoft Certified Professional (MCP). ITIL Foundation or above.
Skills and Abilities	Skills in the installation and maintenance of computer hardware and software.	Skills in installation and maintenance of network infrastructure solutions.

	Ability to use own initiative to prioritise and organise conflicting on-going and immediate demands in a pressurised environment. Ability to use and support IT effectively and appropriately. Ability to build good working relationships with colleagues and to be an active team member. Ability to multi-task within own remit. Strong, effective and confident communication skills both written and verbal. Skilled in providing effective and efficient customer service. Strong organisational skills. Strong problem-solving and analytical skills.	Scripting and automation. Ability to install and support enterprise IT technologies and solutions. Skills in the maintenance and support of server hardware and software. Skilled in analytical and strategic thinking.
Experience	Experience of working within an IT environment, including the installation and support of both computer hardware and software. Demonstrate experience supporting a wide-range of Microsoft cloud applications, services and associated technologies. Experience of working in a fast paced office environment. Experience of working with stakeholders. Personal time management.	Experience of providing technical IT support in an education environment. Experience of working with and supporting education specific safeguarding and behaviour systems. Experience of using a range of Microsoft server applications. Experience of supporting network infrastructure solutions. Experience of supporting print management systems. Experience of supporting building management systems including access control systems.