

Elthorne Park High School IT Support Technician Person Specification

**Position Title:** IT Support Technician

**Responsible To:** Multi-Site Network Manager

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| **Category / Requirements** | **Weighting** |
| **Qualifications:**   * University degree or vocational training in Computer Science or related field. * Microsoft Certified Professional (MCP) or equivalent knowledge & experience. * CompTIA. * 5 GCSEs A – C. | D D D  E |
| **Experience:**   * Experience in working with computer networks based on Microsoft Environment * Experience in working in an IT Helpdesk support environment. * Experience installing, configuring, maintaining, & repairing computers and networking hardware & software. * Experience communicating effectively with adults & children in school environment. * Experience in working with Apple network. | E  E E  D  D |
| **Knowledge:**   * Microsoft server systems, including Windows Server 2012, Active Directory. * Microsoft client systems, including Windows 10 Professional, Microsoft Office products. * Capita SIMS.Net and FMS administration including upgrades and deployment. * Cisco Meraki Wireless Networking. * Sophos Antivirus. * Managing Network Printers and MFD’s. * Audio Visual Equipment (Projectors, Interactive Displays, Sound & Lighting). * PC maintenance and fault diagnosis. * Apple Network. * Smartboards and LED screens. | E  D  DD D D DEDD |

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| **Skills:**   * Excellent time management skills. * Excellent written and verbal communication skills. * Technical troubleshooting and problem management skills. * Ability to assess and re-priorities workloads when circumstances or demands changes. * Ability to work independently or as part of a team. * Ability to work under pressure whilst maintaining a positive and professional attitude. * Excellent IT, literacy and numeracy skills. * A thorough understanding of Health & Safety requirements when working in a computer environment including lifting and carrying. * Attention to detail in communication and planning. * Proven incident / problem solving skills with the ability to permanently resolve and the use of LAN to locate, identify and resolve user problems. | E E E EE  EE  EE  E |
| **Equal Opportunities**   * A commitment to equal opportunities, awareness of diversity issues and working in a positive and non-discriminatory way. * A commitment to working in a multi - cultural environment and with students from diverse backgrounds and abilities. * A commitment to working in a flexible and collaborative manner with all members of the school community   Key:  E = Essential  The post cannot be performed without demonstrated evidence of these criteria. D = Desirable  Desirable additional criteria, which will enhance the performance of the incumbent.  **Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. Employees will be expected to comply with any reasonable request from their Line Manager, SLT or Headteacher to undertake work of a similar level that is not specified in this job description. It is understood that areas of responsibility are from time to time subject to review and are negotiable in the light of the needs of the school and the professional development of the staff.** | E  E  E |
| **The school is committed to safeguarding children and expects all staff and volunteers to commitment. The school follows safe recruitment practices to protect children and vuln adults** |  |