**PERSON SPECIFICATION**

**ICT Technician**

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| **Factors** | **Essential** | **Desirable** |
| **Qualifications and Training** | A qualification or training relevant to the role.  Working knowledge and experience of Windows 10 and 11.  Knowledge of networking components, VLANs and switching.  Working knowledge of common user applications, such as MS Office. | Knowledge of Windows Active Directory, DNS, DHCP and Group Policies.  Knowledge of Server 2019 and Server 2022. |
| **Experience** | Relevant experience/training as above.  Experience of a customer service role.  Troubleshooting IT issues in a timely manner. | Experience of working in a school. |
| **Knowledge and Skills** | Strong knowledge of ICT hardware and software.  Knowledge and experience of computer networks, installation and maintenance.  Ability to use own initiative as well as work within a team environment.  Excellent communication and interpersonal skills.  Excellent customer service skills.  Ability to interact with students and staff.  Ability to organise and prioritise work.  Ability to work under pressure.  Ability to work flexibly as the need arises.  Ability to work accurately and methodically.  Adaptability and willingness to learn new skills. | Knowledge of virtualisation, particularly Hyper-V. |
| **Other factors** | Commitment to achieving high standards.  Willingness to constructively challenge the work of self and others to continually improve team performance.  Willingness to travel to, and work in, the different school locations within the HUET.  A commitment to equal opportunities and safeguarding. |  |