

IT Technician - Person Specification



	Essential	Desirable
QUALIFICATIONS		
A good level of English and Mathematics	✓	
EXPERIENCE		
IT Support experience	✓	
Experience of working in education IT		✓
Experience supporting educational software (e.g. Arbor, etc)		✓
Experience supporting devices and users on Microsoft networks		✓
Experience administering and supporting Google Workspace		✓
Working to formal targets (SLAs, KPIs, etc)		✓
KNOWLEDGE, SKILLS AND ABILITIES		
Ability to communicate effectively both orally and in writing to a variety of audiences	✓	
Ability to recognise confidential information and treat it appropriately	✓	
Attention to detail and accuracy	✓	
Ability to work constructively as part of a team	✓	
Ability to work under pressure and in situations where there may be frequent interruptions	✓	
Ability to work on own initiative and prioritise workloads to meet specified deadlines	✓	
Good analytical and problem solving skills	✓	
Ability to effectively triage and prioritise work	✓	
Ability to keep calm with challenging users and diffuse potentially tense situations	✓	
Ability to motivate and support a team with increasing workloads	✓	
Well-organised with time and resources	✓	
Good knowledge of Microsoft Windows, Office and other common applications	✓	
Ability to learn and understand a wide variety of systems, devices and software as used throughout the school	✓	
Ability to adapt to the fast pace of changes in IT	✓	