WINDERMERE SCHOOL

PERSON SPECIFICATION – ICT TECHNICIAN

ESSENTIAL	DESIRABLE	TO BE MEASURED BY
SKILLS AND KNOWLEDGE		
To have excellent organisational skills, allowing for prioritising of workload	Working knowledge of school based systems	Application form/Interview
Ability to promote a positive ethos and to role model positive attributes	To have a keen interest in ICT developments, specifically in schools	Application form/Interview
Effective and excellent communication skills both in writing and verbally		Application form/Interview
An understanding of the need for dealing with parents, pupils and outside agencies in a professional manner and to treat the information they provide as confidential	Experience in a customer focused environment.	Application form/Interview
Ability to work on own initiative and as part of a team	To have experience of working as part of an ICT department	Application form/Interview
Ability to work and liaise with a wide cross-section of people, including young people	Experience of working in a School environment.	Application form/Interview
Sound knowledge of current Windows operating system	Experience of diagnosing issues of Windows computer issues in a networked environment. Sound knowledge of Apple and Android Operating Systems	Application form/Interview
Sound knowledge of Active Directory	Experience of using Active Directory in a working domain	Application form/Interview
Sound knowledge of Microsoft Office 365 suite	Experiencing assisting users troubleshoot problems with Microsoft Teams/One Drive	Application form/Interview
Possess a sound working knowledge of Computers and Laptops in a corporate network environment	Experience of using and diagnosing issues with Computers and Laptops in a networked environment	Application form/Interview
Understanding of data protection requirements	Understand the data protection requirement of a school	Application form/Interview
To have sound knowledge of a network firewall	To understand the impact of a firewall in a boarding school	Application form/Interview
Have sound knowledge of asset management	Experience of using Asset Management	Application form/Interview
Hands on experience of troubleshooting computers/laptops	Hands on experience of troubleshooting computers/laptops in a networked environment	Application form/Interview

CUSTOMER CARE		
Ability to provide IT Support in a friendly and calm manner	Experience of working in a high pressure IT department.	Application form/Interview
EXPERIENCE/QUALIFICATIONS/TRAINING ETC		
5 x GCSEs (A-C) Including English and Mathematics. Level 4 IT qualification or equivalent To have relevant training		
WORK-RELATED CIRCUMSTANCES		
Health and Safety Understanding of Health and Safety requirements impacting on IT, Electricity, PAT testing and Working at heights.		Application form/Interview

RH/8.9.20