

Person Specification

Job Title: Full-time IT Technician

Department: IT Department

Feature Sought	Essential Requirement	Desirable Requirement	Assessment Method
Qualifications	<ul style="list-style-type: none"> Academic qualifications to GCSE and above. 	<ul style="list-style-type: none"> Higher Level IT qualification, e.g. A-Level/BTEC/HND/Degree or industry qualifications. 	Certificates or experience
Experience	<ul style="list-style-type: none"> Providing technical or customer support Diagnosing computer problems 	<ul style="list-style-type: none"> 2 years or more experience working in IT Experience working in Education 	Questioning and references
Subject Knowledge & Skills	<ul style="list-style-type: none"> Knowledge of PC components and ability to build/upgrade/repair systems. Good IT skills across a range of PC hardware and software products. Basic understanding of networking Awareness of Health & Safety issues 	<ul style="list-style-type: none"> Experience of Windows server and Windows 10/11 clients. Experience with macOS Knowledge of client-server systems and applications Experience of Network devices and environments 	Certificates Questioning and observation
Personal Qualities & Generic skills	<ul style="list-style-type: none"> Approachable and friendly when providing support directly to staff and students Confident working under own initiative Flexible to respond to changing requirements according to department/college needs. Awareness of need for security and confidentiality Strong organisational skills 	<ul style="list-style-type: none"> Prepared to extend knowledge by research, development and training 	Questioning. Previous work. References.
Overall	<ul style="list-style-type: none"> Good communication skills. Punctual and dependable. Able to work occasional evenings 		Observation Questioning

July 2022