

PERSON SPECIFICATION: ICT TECHNICIAN

CRITERIA	MEASURED BY
<p>EXPERIENCE / QUALIFICATIONS</p> <ul style="list-style-type: none"> • Good numeracy and literacy skills (E) • Recognised qualification or certification in IT technologies (E) • Background of working in educational IT preferable (D) • Experience supporting individuals with technology (E) 	AF/I
<p>KNOWLEDGE/ SKILLS</p> <ul style="list-style-type: none"> • Confident working in an ICT environment (E) • A good standard of practical ICT skills with underlying knowledge and understanding (E) • Good understanding and ability to use relevant technology and equipment (E) • Good communication/interpersonal skills (E) • Ability to relate well to children and adults (E) • A good, working knowledge of current computer operating systems (E) • Good organising, planning and prioritising skills, with the ability to work under pressure and to meet deadlines (E) • Methodical with a good attention to detail (E) • Have a keen understanding and interest in how digital technologies can be used to support the education of young people (D) <p>Specific Skills (D):</p> <ul style="list-style-type: none"> • Expert knowledge of Microsoft Windows • Microsoft Windows Server environment <ul style="list-style-type: none"> ◦ Active Directory/Group Policy ◦ Microsoft System Centre • Microsoft 365, Azure and associated cloud services • Mac OS/Server • Ubiquiti Unifi • HP/Aruba Procurve Networking 	AF/I
<p>BEHAVIOURAL ATTRIBUTES</p> <ul style="list-style-type: none"> • Customer focussed (E) • Friendly, professional and respectful approach which demonstrates support and shows mutual respect (E) 	AF/I

<ul style="list-style-type: none"> • Builds effective relationships and communicates effectively (E) • Open, honest and an active listener (E) • Takes responsibility and accountability (E) • Committed to the needs of the pupils, staff and other stakeholders to providing an effective service (E) • Demonstrates a 'can do' attitude (E) • Welcomes, embraces and adapts to change (E) • Requires minimum supervision (E) • Acts with pace and urgency being energetic, enthusiastic and decisive (E) • Has the ability to learn from experience and challenges (E) • Is committed to the continuous development of self and others by keeping up to date and sharing knowledge, encouraging new ideas, seeking new opportunities and challenges, open to ideas and developing new skills (E) 	
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Key: D – Desirable E – Essential

In addition to the ability to perform the duties of the post, issues relating to safeguarding and promoting the welfare of children will need to be demonstrated these will include:

- Motivation to work with children and young people.
- Ability to form and maintain appropriate relationships and personal boundaries with children and young people.
- Emotional resilience in working with challenging behaviours and attitudes to use of authority and maintaining discipline.