**Person Specification – ICT Technician**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Person Specification** | | **Evidence** | | |
| **Essential** | | **Application / Letter** | **References** | **Interview** |
| **Experience** | Experience of working in a busy environment and responding positively to high work demands within short deadlines. |  |  |  |
| Experience in network, hardware, and software maintenance. |  |  |  |
| Experience of Active Directory administration (DHCP, DNS, Group Policy). |  |  |  |
| Experience in virtual server environments. |  |  |  |
| Managing Wi-Fi systems with strict security and safeguarding protocols. |  |  |  |
| Experience in virtual server environments. |  |  |  |
| Managing Wi-Fi systems with strict security and safeguarding protocols. |  |  |  |
| Maintaining accurate hardware audits and workload logs. |  |  |  |
| **Technical Knowledge** | Administration of cloud services (Microsoft Teams, Google Classroom, OneDrive, O365). |  |  |  |
| Firewall management and external mail defence systems. |  |  |  |
| **Personal skills and Attributes** | Excellent interpersonal skills with the ability to interact effectively and professionally with young people and colleagues. |  |  |  |
| Good communication skills (written and verbal). |  |  |  |
| Ability to work collaboratively as an effective team member. |  |  |  |
| Ability to work in an organised and methodical manner and prioritise workloads to meet deadlines. |  |  |  |
| Ability to remain calm and cope with unexpected situations and high-pressure occurrences. |  |  |  |
| Excellent administrative and organisational skills, including maintaining efficient record-keeping systems. |  |  |  |
| Reliable, honest, and trustworthy. |  |  |  |
| Understanding of social issues requiring politeness, sensitivity, tact, and confidentiality. |  |  |  |
| A role model for staff and students in relation to conduct, dress code, attendance, and timekeeping |  |  |  |
| Ability to work within Academy policies, procedures, and expectations. |  |  |  |
| **Commitment to safeguarding and promoting the welfare of children and young people, following the safeguarding policy.** |  |  |  |
|  |  | **Application/Letter** | **References** | **Interview** |
| **Desirable** | Knowledge of inventory systems for hardware audits and workload logging.  Familiarity with safeguarding protocols in ICT systems.  Experience of working within an educational environment. |  |  |  |