

Person specification – IT Support Technician

The Post holder will be/have:

- Highly motivated with enthusiasm to learn new skills
- An active, positive approach to all work undertaken
- Excellent communication skills on all levels
- Hardworking, with a willingness to be flexible
- Able to work as part of a team and on own initiative, seeking advice as needed
- The ability to advise and support students and staff effectively, recognising specific needs and perspectives
- Excellent organisational skills
- A methodical approach to problem solving

Essential Knowledge and skills

- Ability to work effectively within a team, performing advanced IT maintenance, problem- solving and development tasks
- Ability to provide effective help-desk type support around Windows and Apple based network/software/ hardware issues
- Ability to support networked Windows and Apple based systems and software
- Able to assist and advise on technology use in curriculum areas to enhance learning
- Experience of managing and maintaining Windows 10/11 desktop and laptops devices
- Experience of managing and maintaining a Windows Server environment including Active Directory
- Knowledge of Windows networking
- Ability to maintain a clean and safe working environment for staff and students
- Good working knowledge / practice in relation to Health & Safety requirements.
- Understand and support the School's Child Protection policy
- Awareness and promotion of the School's Equality protocols.
- Understand procedures relating to confidentiality.

Desirable Knowledge and skills

- Experience of web development
- SAN's and Shared Storage Technologies
- Virtualization Technologies (Hyper-V/VMWare)
- HTML, scripting languages, CSS and other web software technologies
- Virtual Learning Environments (Google Classroom/Teams)
- Firewalling
- Advanced networking including VLANs

Additional information

Because of the nature of the workload it is anticipated that a flexible approach will be required. Support will sometimes be required early morning, during the evening or at the weekend.