

PERSON SPECIFICATION

IT Technician

Essential Requirement	Desirable Requirement	Method of Assessment
Qualifications		
<ul style="list-style-type: none"> ■ Relevant technical qualifications or experience in supporting Windows environments focused on Windows 11 desktops ■ GCSE Maths and English 	<ul style="list-style-type: none"> ■ Evidence of further professional development and training ■ Microsoft Fundamentals certification / CompTIA or equivalent technical qualifications 	Application / Certificates
Experience & Technical Knowledge		
<ul style="list-style-type: none"> ■ Experience supporting IT systems in a professional environment ■ Experience supporting Windows 10/11 devices ■ Hardware troubleshooting skills ■ Experience with Active Directory / Entra ID ■ Basic networking knowledge (Wi-Fi, DNS, DHCP) ■ Basic awareness of cyber security 	<ul style="list-style-type: none"> ■ Experience in a school or education environment ■ Experience with classroom technology ■ Familiarity with MIS systems (SIMS, Arbor) 	Application / Interview
Microsoft & Cloud Technologies		
<ul style="list-style-type: none"> ■ Working knowledge of Microsoft 365 ■ Awareness of device deployment processes 	<ul style="list-style-type: none"> ■ Experience with Intune or MDM tools ■ Experience in hybrid environments 	Application / Interview
Service Delivery & Support		
<ul style="list-style-type: none"> ■ Experience in IT support or helpdesk ■ Ability to prioritise and resolve incidents ■ Ability to manage workload effectively 	<ul style="list-style-type: none"> ■ ITIL or service management knowledge ■ Experience using ITSM tools 	Application / Interview
Communication & Customer Service		
<ul style="list-style-type: none"> ■ Strong customer service skills ■ Clear communication of technical concepts ■ Ability to build relationships 	<ul style="list-style-type: none"> ■ Experience delivering training or support sessions 	Application / Interview
Organisation & Problem Solving		

Essential Requirement	Desirable Requirement	Method of Assessment
<ul style="list-style-type: none"> ■ Strong troubleshooting skills ■ Ability to prioritise work ■ Attention to detail 	<ul style="list-style-type: none"> ■ Experience in SLA-driven environments 	Interview
Personal Attributes & Safeguarding		
<ul style="list-style-type: none"> ■ Professional and reliable ■ Calm under pressure ■ Proactive approach ■ High integrity and confidentiality ■ Commitment to safeguarding ■ Ability to work effectively as part of a diverse team and ability and willingness to learn new technologies 	<ul style="list-style-type: none"> ■ Experience in safeguarding environments 	Interview / References
Additional Requirements		
<ul style="list-style-type: none"> ■ Willingness to work flexibly ■ Commitment to policies (GDPR, safeguarding, H&S) 	<ul style="list-style-type: none"> ■ Experience supporting multiple sites 	Application / Interview

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