

## CONFIDENTIAL – Priory School

Person Specification			
Job Title	IT Support Technician	Job Holder	
Author	Sarah Moore	Date Created	June 4 <sup>th</sup> 2018
Date Reviewed		Next Review Date	

This person specification defines the type of person required, and describes the essential and desirable skills, knowledge, qualifications, specific conditions and competencies required to undertake the duties of the job description.

Items marked as 'E' (Essential) must be demonstrated on the application form and/or at interview, as indicated below. Failure to do so is likely to result in the application in question being omitted from a short list for interview.

Items marked as 'D' (Desirable) may form the basis for selection and should be demonstrated if possible in the application form ('A') and / or at interview ('I') as indicated below.

### Outline of Key Abilities

Under the direction of the SLT be responsible for assisting in the day to day running of the existing IT infrastructure within the school and also assisting with development and implementation of new systems.

### Key:

E – Essential Process	D – Desirable	A – Application Form	I – Interview
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Qualifications	E	D	A	I
1. Technical certifications (Microsoft / CompTIA)	✓		✓	

Knowledge & Understanding	E	D	A	I
Able to evidence and apply up to date secure knowledge and understanding of:				
1. IT infrastructure security and implementation requirements	✓		✓	✓
2. Interfacing standards	✓		✓	✓
3. Relevant aspects of relevant legislation eg Safeguarding, Health and Safety at Work 1974, GDPR 2018, Freedom of Information Act 2010, The Equality Act 2010 etc	✓		✓	

Skills	E	D	A	I
1. Enthuse and inspire others and has a 'can do' attitude	✓		✓	✓
2. Communicate effectively in the English language, both verbally and in writing with all children and adults.	✓		✓	✓
3. Effectively organise own time and work under pressure.	✓		✓	✓
4. Problem solve	✓		✓	✓
5. Be resilient and optimistic in order to lead through day-to-day challenges in a busy school environment	✓		✓	✓

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6.	Take personal responsibility, a readiness to reflect and self-evaluate and the ability to change, improve and develop	✓		✓	✓
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Experience		E	D	A	I
1.	At least 2 years proven experience in a customer facing 1st/2nd line support position.	✓		✓	
2.	Experience and knowledge of server hardware, maintenance, housekeeping and daily back-ups.	✓		✓	✓
3.	Experience of coaching, supervising and supporting other colleagues	✓		✓	✓
4.	Experience of sourcing, evaluating, recommending, configuring, installing and testing hardware, network operating systems, software and peripheral equipment.	✓		✓	✓
5.	Experience of successful project management	✓		✓	✓
6.	Experience and knowledge of the use and management of software such as Microsoft Office, Microsoft Server Roles and Features, Adobe Creative Suite and other professional/education software.	✓		✓	

Personal Attributes		E	D	A	I
1.	High levels of honesty and integrity and a highly ethical approach to all aspects of the role	✓		✓	✓
2.	Have a passion for and relentless determination that every child develops and succeeds	✓		✓	✓
3.	Have high standards in terms of attendance, punctuality and meeting deadlines	✓		✓	✓
4.	Adaptability to respond appropriately to challenging situations.	✓		✓	✓
5.	Demonstrate a positive approach with enthusiasm and maintain appropriate professional boundaries in relationships with children.	✓		✓	✓
6.	Committed to safeguarding and promoting the welfare of children and successfully DBS cleared.	✓		✓	✓