

**JOHN COLET SCHOOL**  
**PERSON SPECIFICATION**  
**IT TECHNICIAN**

**Qualifications**

- GCSE grade C or above (or equivalent) in English and Maths (Essential)
- Working towards or completed recognised ICT qualification (for example CompTIA, NVQ) – (Essential)

**Previous Work Experience**

- Experience of working in a service-delivery IT Support Role (Essential)
- Working with a small team (Desirable)
- Work in a school environment (Desirable)

**Professional Knowledge Skills & Experience**

- Microsoft Windows Client and Server Operating systems (Essential)
- Microsoft Office (Essential)
- Basic networking (Essential)
- Basic troubleshooting techniques (Essential)
- Computer virus and security (Essential)
- Audio/Visual equipment support (Essential)
- Email and Internet programs (Essential)
- VMware ESXi Hypervisor (Essential)
- RM CC4 (Desirable)
- G Suite and Chromebooks (Desirable)
- Telephony systems (Desirable)
- IP Camera systems (Desirable)
- Modern hardware architectures (Desirable)

**People Management Skills (all essential)**

- Analytical problem solving skill (Essential)
- Decision making skills (Essential)
- Excellent communication skills (Essential)
- Natural aptitude for ICT (Essential)
- Enthusiastic (Essential)
- Good stress management skills (Essential)
- Good time management skills (Essential)
- Attention to detail (Essential)

**Other Personal Qualities**

- To be capable of ensuring “normal service” for technical centric matters during ICT Manager’s absence
- To be flexible and have the ability to multitask (Essential)

- Demonstrate sound working ethics (Essential)
- Working with secondary age young people (Desirable)
- Must be able to work in an environment that is busy with frequent interruptions (Essential)
- There will be an occasional need to lift equipment (Essential)

February 2019