

Person Specification ICT Technician

Experience

- Experience of ICT networks in a work setting.
- Experience of hardware and software implementation and problem solving in an ICT environment.
- Experience of supporting ICT users in a work setting

Qualifications / Training

- Evidence of higher education in computer studies and/or industry standard qualifications and/or on-going relevant professional development and training.

Knowledge / Skills

- Excellent all round ICT skills and in-depth knowledge of ICT technical support processes.
- A good, working knowledge of current computer operating systems and other relevant systems. Knowledge of RM Community Connect 4 networking would be an advantage.
- Knowledge of Microsoft Windows servers, Active Directory services and current computer networking practices.
- Knowledge of virtual server environments preferred.
- Knowledge of desktop ICT, mobile devices and audio-visual technology.
- Full working knowledge of relevant policies/codes of practice and awareness of relevant legislation.
- Ability to work constructively as part of a team, understanding school roles and responsibilities and your own position within these.
- Ability to plan and develop systems.
- Excellent communication skills.
- Ability to relate well to children and adults.
- Ability to self-evaluate learning needs and actively seek learning opportunities.
- Good organising, planning and prioritising skills.
- Methodical, with a good attention to detail.

Behavioural Attributes

- Builds personal relationships with stakeholders, through regular contact and consultation.
- Understands the schools development plan and how it relates to team and individual objectives.
- Accepts, supports and quickly implements change
- Identifies and promotes best practice and encourages the sharing of ideas.
- Positively communicates, making communication clear and accessible.
- Proactively seek opportunities to increase job knowledge and understanding.
- Values the diversity of individuals, adaptable approach to meet individual needs and effectively utilise the diversity of team members.
- Works with others to resolve differences of opinion and resolve conflict.
- Identifies and overcomes barriers and manage risks.
- Demonstrates focused implementation of role and responsibilities.
- Provides timely, sensitive and honest feedback on performance.
- Is accountable for own development.