



Person Specification

JOB TITLE:	ICT Technician
DATE:	January 2023
STATUS:	Final

CRITERIA	Essential/ Desirable	Application	Tasks	Interview	Vetting Checks
Knowledge and qualifications					
1. 5 A*-C (4+) in GCSEs (inc English and Maths) or equivalent standard of numeracy and literacy	E	✓			✓
2. Commitment to ongoing professional development	E	✓		✓	✓
3. Knowledge of Microsoft OS	E	✓	✓	✓	
4. Demonstrate an understanding of standards, procedures and security policies within and ICT support environment	E	✓	✓	✓	
5. Completion of Level 3 IT Support Technician Qualification	E	✓			
6. Training/certification in hardware/software support and associated technologies	D	✓		✓	
Experience					
7. Supporting a variety of customers within a demanding ICT role	E	✓		✓	
8. Supporting and troubleshooting Microsoft desktop operating systems and applications	E	✓		✓	
9. Demonstrate the ability of providing first line ICT support of desktop and infrastructure incidents and	E	✓		✓	

requests via telephone, email, remote and face to face with a range of stakeholders					
10. Use tools to monitor customers desktop estate services and to raise proactive incidents for any alarms and alerts		✓		✓	
11. Experience of technologies supporting a hybrid workforce	D	✓		✓	
12. Experience of supporting school remote learning technologies (Google Workspace for Education)	D	✓		✓	
13. Monitoring, prioritising and tracking support incidents and requests	D	✓		✓	
14. Support the day to day activities of a busy ICT support team	E	✓		✓	
15. Deliver to agreed service levels and timescales, aiming for first point of contact resolution	E	✓		✓	
16. Work with other support teams and vendors to resolve incidents and requests with a minimum level of escalation	E	✓		✓	
17. Demonstrate excellent customer service skills and telephone manner in a challenging and busy environment	D	✓		✓	
18. Demonstrate an understanding of standards, procedures and security policies within an ICT support environment	E	✓		✓	
19. Knowledge of Google Workspace for Education	D	✓		✓	
Skills and competencies					
20. A commitment to the vision and values of the Trust and the maintenance of excellent standards	E	✓		✓	✓
21. Work flexibly to allow operational cover between 8am to 5pm in accordance with service requirements	E	✓			
22. Understanding of the trust's equal opportunities policy, applying this in the workplace and the effect on delivery of services to customers	E	✓		✓	

23. Communicate effectively, orally and in writing, with a diverse range of people	E	✓		✓	
Other					
24. No disclosure about criminal convictions, barring or misconduct that is considered to make the candidate unsuitable for this particular role	E	✓		✓	✓
25. No concerns about medical fitness or attendance that is considered to make the candidate unsuitable for this particular role	E				✓
26. Embraces and displays the NEAT values: aspirational, collaborative, inclusive, innovative, has integrity, responsible	E			✓	