



### Person Specification

<b>JOB TITLE:</b>	<b>ICT Technician</b>
<b>DATE:</b>	<b>October 2022</b>
<b>STATUS:</b>	<b>Final</b>

<b>CRITERIA</b>	<b>Essential/ Desirable</b>	<b>Application</b>	<b>Tasks</b>	<b>Interview</b>	<b>Vetting Checks</b>
<b>Knowledge and qualifications</b>					
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	✓		✓	
<b>Experience</b>					
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	D	✓		✓	
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	D	✓		✓	
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	✓		✓	
<b>Skills and competencies</b>					
18. A commitment to the vision and values of the Trust and the maintenance of excellent standards	E	✓		✓	✓
19. Understanding of the trust's equal opportunities policy, applying this in the workplace and the effect on delivery of services to customers	E	✓		✓	
20. Communicate effectively, orally and in writing, with a diverse range of people	E	✓		✓	
<b>Other</b>					
21. No disclosure about criminal convictions, barring or misconduct that is considered to make the candidate unsuitable for this particular role	E	✓		✓	✓
22. No concerns about medical fitness or attendance that is considered to make the candidate unsuitable for this particular role	E				✓

23. Embraces and displays the NEAT values: aspirational, collaborative, inclusive, innovative, has integrity, responsible	<b>E</b>			✓	
---	----------	--	--	---	--