

Arden Multi Academy Trust

PERSON SPECIFICATION

POST TITLE: ICT Support Technician (Park Hall Academy)

SECTION: Support Staff - ICT **SALARY GRADE:** C

LINE MANAGER: IT Manager

RESPONSIBLE FOR: Ensuring the efficient running of the school networks, providing technical support to all departments within schools and classroom support to academic staff (see Job Description for full details).

	ESSENTIAL CRITERIA	DESIRABLE CRITERIA	MEASURED BY
EDUCATION AND QUALIFICATIONS	Level 3 Qualification (eg. A Level, BTec) in appropriate discipline IT Apprenticeship or Technical qualification	Level 4 Qualification (Good honours degree) MCSA Qualification	Application Form
SKILLS AND ABILITIES	Excellent interpersonal skills - the ability to communicate effectively with teachers, support staff and primary aged children. Analytical, judgemental and creative skills are required – the ability to interpret information and solve problems To work under own initiative	Team player	Interview Application Form
EXPERIENCE	The ability to converse effectively with a range of stakeholders (e.g. adults and pupils)	The ability to offer training and advisory skills Experience of working in ICT in either an educational or business environment	Application Form Interview

KNOWLEDGE	<p>Theoretical and practical knowledge of networking Knowledge of Microsoft Windows10/ 11</p> <p>Installation of audio-visual hardware and software PC/ laptop hardware, printer hardware installation.</p> <p>Software installation</p> <p>Knowledge of use of application software eg MS Office and the ability to train others in the use of the packages (Excel/Word/Access)</p> <p>Knowledge of website CMS and Microsoft 365</p>	<p>Experience of the school MIS system (SIMS)</p> <p>Experience of managing website content Good understanding of Wi-Fi, Active Directory, Group Policy, Office 365, Email, Teams,</p>	<p>Application Form Interview</p>
OTHER REQUIREMENTS	<p>Driving Licence and the ability to travel independently between schools</p> <p>Able to respond quickly to unexpected problems and situations</p> <p>To be physically fit and able to carry out duties including lifting, carrying and also working in awkward positions</p> <p>To be able to work under pressure (including interruptions such as conflicting demands on time)</p> <p>Ability and willingness to work as part of a team</p>		<p>Interview</p>
<p>COMPILED BY: M Bull/Y Hennous Date: 10th April 2024</p>			