

Arden Multi Academy Trust

PERSON SPECIFICATION

POST TITLE: ICT Support Technician

SECTION: Support Staff - ICT **SALARY GRADE:** C
RESPONSIBLE TO: Network Manager **SALARY RANGE :** £20,852 to £23,484
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 (A Level) in appropriate discipline	Level 4 Qualification (Good honours degree) Microsoft Certification	Application Form
SKILLS AND ABILITIES	Analytical, judgemental and creative skills are required – the ability to interpret information and solve problems To work under own initiative	Interpersonal skills Team player	Interview Application Form
EXPERIENCE	The ability to converse effectively with a range of stakeholders (eg. adults and students) Troubleshooting of general ICT problems	The ability to offer training and advisory skills Experience of working in ICT in either an educational or business environment	Application Form Interview
KNOWLEDGE	Theoretical and practical knowledge of networking Knowledge of Microsoft Windows Server Experience of managing Apple devices, such as	Experience of the school MIS system (SIMS) Experience of managing website content Good understanding of Wi-Fi Server, Active Directory, Group Policy, Office 365, Teams	Application Form Interview

	<p>iPads and Macs, using MDM</p> <p>Experience of managing Windows desktops and laptops</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/PowerPoint/Access)</p> <p>Knowledge of website and VLE maintenance</p>	<p>and Windows10.</p> <p>Understanding of CCTV system</p> <p>Printing on a network environment</p> <p>Adobe suite software</p>	
<p>OTHER REQUIREMENTS</p>	<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: 29th June 2022</p>			