Highcliffe School | HSP Multi Academy Trust

IT TECHNICIAN - PERSON SPECIFICATION

Key Areas	Essential Attributes	Desirable Attributes
Qualifications	• 5 GCSEs or equivalent. Grade 4/C or above including English and Mathematics • Applicable technical or vocational qualification	• GCSE Science
Key Competencies or Skills	• Effective written and spoken communication skills at all levels • Excellent organisational, relationship and administrative skills • Able to create solutions to problems with minimal supervision	
Personal Qualities	• Ability to work on own initiative or as part of a team • Must be able to multi-task, prioritise and plan effectively • Ability to work under pressure and to tight deadlines • Energetic, enthusiastic and committed • Attention to detail • Professional manner and ability to instil confidents through communication • Empathetic and sensitive to students/staff individual needs and existing skills • Good telephone manner	
Experience/Knowledge	• Basic understanding of DNS, DHCP, TCP/IP (and other network protocols) • Knowledge of school Management Information Systems • Excellent skills in Word, Excel and Access • Software/hardware knowledge	• Previous experience of working to support IT systems • Expert knowledge and experience of the Microsoft eco-system including Servers & Client OS, SQL Server, System Center Configuration Manager,

	• Experience of application and use of a wide range of software (including Microsoft Operating Systems and Microsoft Office).	Virtual Machine Manager, Active Directory. • Understanding of an Aruba wireless system • Understanding of Microsoft Hyper-v configured in a High Availability Failover Cluster • Understanding of Storage Area Networks