



Person Specification ICT Service Technician

The Futures Trust are committed to safeguarding and promoting the welfare of Children and Young People, and require all staff and volunteers to share this commitment.

Responsible to	ICT Network Manager and ICT Service Team Leader
Grade	4 (£22,214 - £25,697 per annum)
Hours	Full Time 37 hours per week all year round
Location	Predominantly supporting President Kennedy School and Primary Schools within the Trust with a requirement to travel to undertake work at other schools if required

	Essential Criteria	Desirable Criteria	Measured By
Education and Qualifications	<ul style="list-style-type: none"> • NVQ in ICT equivalent qualification or similar experience. • Evidence of ongoing professional development. • Full driving licence and own transport. 	<ul style="list-style-type: none"> • MCP / MCSA / MCSE / CompTIA A+ or equivalent. • ITIL v3 Foundation or equivalent. 	Application/ Certificates / Licence
Skills and Abilities	<ul style="list-style-type: none"> • Able to communicate effectively both verbally and in writing with a range of audiences. • Able to maintain the highest levels of confidentiality and data security. • Highly organised; can prioritise and work well under pressure, meeting strict deadlines and exercising attention to detail. • Excellent interpersonal skills and the ability to handle difficult situations in a patient, calm and effective way. • Strong problem solving and analytical skills. 		Application / Interview / Test

<p>Skills and Abilities continued</p>	<ul style="list-style-type: none"> • Able to present themselves and the ICT service positively and professionally. • Able to work with adults and students. • Able to work in accordance with the School's safeguarding policies and procedures. • Able to self-evaluate learning needs and actively seek learning opportunities • Able to contribute to the development and maintenance of policies and procedures. • Ability to work independently and collaboratively to ensure the delivery of agreed workload • Can interpret and present written and numerical data in formats including spreadsheets and written reports. • Able to consistently produce high quality work and maintain accurate records. • Physically able to carry out the requirements of the role, subject to reasonable adjustments as may be required. 		<p>Application / Interview / Test</p>
<p>Experience</p>	<ul style="list-style-type: none"> • A minimum of 2 years' experience of supporting a wide customer base in an ICT support context. • Experience of installing, maintaining, supporting and using computer hardware and software. • Experience of working on and managing projects to 	<ul style="list-style-type: none"> • A minimum of 1 year's experience of supporting a wide customer base in a 2nd line ICT support context. • Experience of using and preparing audio/visual equipment. • ITIL v3 experience. • Coaching and mentoring. 	<p>Application / Interview</p>

	achieve agreed objectives/ outcomes.		
Knowledge and understanding	<ul style="list-style-type: none"> • Strong working knowledge of Microsoft Windows PC and Server operating systems. • Strong working knowledge of Microsoft Active Directory and Group Policy. • Knowledge of cloud-based services such as Microsoft 365. • Knowledge of anti-virus / end point protection solutions. • Strong understanding of network infrastructure and wireless networks. • Install, maintain and troubleshoot infrastructure including networks, servers and storage. • Install, maintain and troubleshoot software and hardware. • Understanding of web filtering and firewall solutions. 	<ul style="list-style-type: none"> • Knowledge of SIMS and SharePoint support and maintenance. • Knowledge of enterprise level backup and archiving solutions. • Knowledge of virtualisation technologies such as vSphere and Hyper-V. • Strong knowledge of mobile devices and their deployment including Apple and Android. • Knowledge of project management methodologies. • Knowledge of deployment and licensing tools such as WSUS, WDS, MDT and KMS. • Administer, maintain and troubleshoot web filtering and firewall solutions. 	Application / Interview / Test
Other requirements	<ul style="list-style-type: none"> • A professional role model who is committed to their own professional development and to developing others. • Committed to and able to promote the aims of the school and the values of the Trust: Students First, It's about Learning, No Barriers. • Able to work calmly under pressure and withstand stress. • Able to work flexibly and to attend meetings and INSET days as required. 		Application / Interview

Person specification reviewed by: Olan Adeyemi, ICT Director

Date: March 2023