

Person Specification

Peripatetic ICT Support Technician

CATEGORY	ESSENTIAL	DESIRABLE	WHERE IDENTIFIED
QUALIFICATIONS	<ul style="list-style-type: none"> 5 GCSE qualifications (or equivalent) @ A* - C Demonstrable commitment to personal professional development Applicable vendor certification i.e. CCNA, MCSA ITIL certification 		<ul style="list-style-type: none"> - Application Form - Certificates of achievement
EXPERIENCE	<ul style="list-style-type: none"> At least 5 years' experience within a senior ICT support role Proficient with <ul style="list-style-type: none"> IP routing, subnetting and managed switch configuration Multisite active directory & Group policy Desktop and Server OS, installation, configuration and support Application repackaging and deployment System Centre suite Virtualisation technologies <ul style="list-style-type: none"> Storage and networking Desktop (session & VDI) Application Server with clustering Managed wireless, deployment and maintenance Multisite IP topology with VPN 	<ul style="list-style-type: none"> Programming and general 'scripting' Mobile device management Azure based resources SIMS Suite IOS & Apple integration into windows environment 	<ul style="list-style-type: none"> - Application Form - References - Interview - Skills Test

	<ul style="list-style-type: none"> • Microsoft Exchange configuration and management • Microsoft SharePoint configuration and management • IP Telephony • IP CCTV & access control 		
CATEGORY	ESSENTIAL	DESIRABLE	WHERE IDENTIFIED
PERSONAL ATTRIBUTES	<ul style="list-style-type: none"> • Persevering and resilient • Excellent customer service skills • Empathetic and supporting • Enthusiastic with energy and drive • Supportive with an ability to support a team culture • Ability to plan and organise time effectively, work under pressure and meet deadlines 		<ul style="list-style-type: none"> - Application Form - References - Interview