Person Specification
ICT Support Technician

CATEGORY	ESSENTIAL	DESIRABLE	WHERE IDENTIFIED
QUALIFICATIONS	• 5 GCSE qualifications (or equivalent) @ A* - C • Demonstrable commitment to personal professional development	• L3/4 Qualification in ICT • Applicable vendor certification i.e. CCNA, MCSA, CompTia+	- Application Form
EXPERIENCE	• At least 3 years' experience within an ICT support role • A demonstrable understanding of Windows based environments • Confident with IP sub netting and routing	• Experience of ICT support within education, including: • Microsoft Hyper-V • Microsoft Azure/365 • Microsoft Server 2012 • Microsoft Windows 7/8/10	- Application Form - References - Interview - Skills Test
PERSONAL ATTRIBUTES	• Energy, drive and enthusiasm • Ability to support a team culture • Ability to plan and organise time effectively, work under pressure and meet deadlines • Excellent customer service skills		- Application Form - References - Interview