

Person Specification

IT Technician

	Essential	Desirable
Qualifications & training	-GCSE English and Mathematics or equivalent qualification at grade C/4 or above	-Microsoft Azure Fundamentals Certification -Level 3 IT qualification or industry recognised equivalent -Microsoft Power Platform Fundamentals -Level 4 IT qualification or recognised equivalent
Experience, knowledge & understanding	-Rolling out Wi-Fi technologies -Configuration and management of network technologies including switches, routers and Wi-Fi, utilising VLAN configurations -Installation and management of Microsoft Server technologies -Administration of Microsoft Windows/ Azure directory services including user, group and policy management -Administration of Microsoft 365 tenancies -Desktop user support of MS Windows 10 OS, MS Office 365 and other client devices; all Windows based -Firewall and web filtering solutions -Evidence of strong communication and interpersonal skills in a professional context	-Administration of HP Aruba LAN / Wi-Fi technologies -Experience of Aruba Central cloud management system -VOIP telephony installation and administration -Installation and management of virtual server infrastructures (Veeam) and enterprise storage systems -Experience of Endpoint Management, configuring and deploying client devices -Working in the education sector -Experience with Windows 11 OS upgrade
Skills & abilities	-Able to manage conflicting priorities and achieve deadlines -Ability to work with a wide range of people -Ability to work as part of a proactive team as well as on your own initiative -Ability to stay calm and controlled under pressure -Good organisational skills	
Personal qualities and attributes	-Ability to respond in a prompt, prioritised and professional manner to Helpdesk requests -A commitment to the values and vision of DGSB -Embodies the DGSB ethos ("This is who we are") -Ability to think creatively -Ability to form and maintain appropriate relationships and boundaries with young people -Ability to communicate effectively and concisely both in verbal and written form -Work in a flexible manner, e.g. variable start / finish times as necessary to provide continuous, excellent IT support	-Committed to further career development