**BROOMHILL BANK SCHOOL**

**PERSONAL SPECIFICATION – First Line IT Technician**

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| **CRITERIA** | | **ESSENTIAL** | **DESIRABLE** | **EVIDENCE BASE / MODE OF ASSESSMENT** |
| **SECTION 1: PHYSICAL REQUIREMENTS AND PERSONAL ATTRIBUTES** | | | | |
| **1.1** | **Personable enough to create harmonious relationships with others in the workplace.** | **✓** |  |  |
| **1.2** | **A strong commitment to self-improvement and learning.** | **✓** |  |  |
| **1.3** | **Holder of a valid Full UK driving licence.** | **✓** |  |  |
| **1.4** | **Able to take initiative and accept guidance to improve.** | **✓** |  |  |
| **SECTION 2: EDUCATION AND QUALIFICATIONS** | | | | |
| **2.1** | **A sound educational background with good levels of achievement in English, Maths and IT.** | **✓** |  |  |
| **SECTION 3: EXPERIENCE** | | | | |
| **3.1** | **A strong commitment to self-improvement and learning.** | **✓** |  |  |
| **3.2** | **To be flexible with a proactive nature.** | **✓** |  |  |
| **3.3** | **To work well as part of a team, with the skills and ability to also work independently.** | **✓** |  |  |
| **3.4** | **Familiarity of working in an educational context** |  | **✓** |  |
| **SECTION 4: SKILLS AND ABILITIES** | | | | |
| **4.1** | **Working knowledge of computer hardware, software and systems used in schools** | **✓** |  |  |
| **4.2** | **Ability to identify and install hardware and software in line with changing technology** | **✓** |  |  |
| **4.3** | **Ability to assist in delivering training to support staff with new software application on an ‘as required’ basis to ensure staff maximise IT resources** | **✓** |  |  |
| **4.4** | **Ability to create and maintain records of all maintenance and support request, an ability to identify trends within IT and seek ways to minimize occurrences of issues** | **✓** |  |  |
| **4.5** | **An ability to seek ways to resolve IT issues raised** | **✓** |  |  |
| **4.6** | **Understanding of the principles of ITIL service delivery** |  | **✓** |  |
| **4.7** | **Knowledge of IP telephony** |  | **✓** |  |
| **4.8** | **Knowledge/Experience of Aerohive/Extreme Networks Wireless** |  | **✓** |  |
| **4.9** | **Knowledge/Experience with Office 365, Azure, Endpoint Manager, Teams and OneDrive** |  | **✓** |  |
| **5.0** | **Familiarity of working in an educational context** |  | **✓** |  |
| **SECTION 5: KNOWLEDGE** | | | | |
| **5.1** | **Awareness of the need for Child Protection, Confidentiality, Data Protection, Health & Safety legislation and other key policies in schools and settings.** | **✓** |  |  |
| **5.2** | **Knowledge of the GDPR, Data Protection Act and School’s Record Retention Policy and freedom of information protocols.** | **✓** |  |  |
| **SECTION 6: EQUAL OPPORTUNITIES** | | | | |
| **6.1** | **Commitment towards adherence to the principles set out within the school’s Equality Plan.** | **✓** |  |  |
| **6.2** | **A commitment to promote the concept of equal opportunities in the daily work situation.** | **✓** |  |  |
| **6.3** | **Understanding of and sensitivity to the discrimination that may be experienced by members of minority groups.** | **✓** |  |  |

***Broomhill Bank School and all its personnel are committed to safeguarding and promoting the welfare of children and vulnerable adults.***