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**CHILDREN’S SERVICES**

**PERSON SPECIFICATION**

**Hebburn Comprehensive School**

**POST TITLE:** ICT / Learning Support Technician

Grade: Band 5

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|  | **ESSENTIAL** | **DESIRABLE** | METHOD OF ASSESSMENT |
| **Educational Attainment** | * Minimum A Level/NVQ level 3 (or equivalent) in a relevant ICT discipline. * GCSE in Maths and English min Grade A – C | * Degree in ICT or degree relevant to post | * Application form * Certificates * Interview |
| **Work Experience** | * Relevant experience of working with a range of hardware and software * Experience of disseminating information | * Experience of working in an educational setting | * Application form * Interview * References |
| **Knowledge/** Skills/ **Aptitudes** | * Able to install and run educational software * Able to troubleshoot ICT equipment * Able to demonstrate the use of ICT and its software to teachers and support staff | * Understanding of future considerations of schools * Knowledge of equipment necessary to deliver the National curriculum * Knowledge of client server networks | * Interview * References |
| **Disposition** | * Able to develop effective working relationships with adults and children * Good interpersonal skills, tact, and awareness of the need for confidentiality * Able to work independently with minimum supervision * Able to use initiative in contributing to the development of ICT in the schools * Committed to the principles of equality and diversity * Flexible approach to work | * Able to work under pressure and to meet deadlines | * Interview * References |
| **Circumstances** | * Enhanced clearance from the Disclosure and Barring Service |  | * DBS check |
| Technical Requirements | * Experience in managing Windows 10 and associated hardware * Maintaining printers and other peripherals * Knowledge of networking in both wired and wireless technologies * Knowledge of AV Systems * IT qualification or equivalent training or experience | * Office 365 * Microsoft Server 2016-19 * Microsoft Endpoint Manager * Virtualisation Technologies * WAN Technologies * Microsoft Installer Packages | * Application form * Certificates * Interview |