

**PERSONNEL SPECIFICATION**



**JOB DESCRIPTION 2021**

**Post Title:** IT Field Technician

**Scale:** G4

**Hours:** 37 hours per week

**Knowledge**

- The role will require a confident user of a majority of hardware and operating systems, the post-holder must have a good level of knowledge or experience in the following;
  - Windows 10/11
  - Mac OS X.
  - Apple IOS and Android OS.
  - Cloud based working, such as Google Docs.
  - Design publishing packages, such as Adobe software.
  - Windows Server 2016 / 2019 /2022

**Skills**

- Liase and communicate effectively by responding to requests using the online helpdesk and verbal communication with staff, pupils and adult education students with varying experience in IT.
- Maintain appropriate working relationships with staff and pupils, including confidentiality and flexibility.
- To instruct, receive and pass on information both formally and informally.
- To utilise various software and hardware to its best potential in carrying out requested tasks.
- To be able to maintain concise, accurate and up to date recording systems for audit purposes.
- Have a pro-active approach towards identifying problems and requirements.

**Abilities**

- To disseminate knowledge and skills in a way that will help others gain independence and confidence in the use IT.
- To keep abreast of new developments in IT applications and look for opportunities which could benefit the schools.
- To be able to work to procedures and follow guidelines where appropriate.
- Participate in problem solving and rectification of hardware and software faults.
- Maintain a flexible and calm disposition in a demanding environment.
- To carry out tasks in an efficient and effective manner.
- To lift and carry equipment, observing correct practice for safe lifting.
- To be able to work unsupervised and under own initiative.
- Excellent verbal and written communication skills

**Qualifications**

- Educated to GCSE standard with reasonable grades in English, Maths and Science
- IT related qualifications such as an NVQ level 2, or significant experience of working in an IT support environment involving close customer contact.

**Special Requirements**

- Support school events taking place after school hours.
- The post holder will be required to drive and use their own vehicle to visit schools. Mileage will be refunded at a standard rate.