



Person Specification:

- Excellent communication skills
- Good organisational skills with the ability to prioritise workload
- Comfortable working on own initiative and as part of a team
 - Proactive and flexible approach to work
 - Works well under pressure
- Good attention to detail and analytical skills
 - Comfortable problem solving
 - Customer focused
 - An interest in CPD

Desirable qualifications, experience and knowledge:

- Minimum of 5 GCSEs or equivalent qualifications
 - An understanding of the Education sector
- Experience of IT support in an education setting
 - Experience of working to targets
 - Experience of using a service desk
 - Experience in creating media content
- Experience in maintaining a windows based client/server environment
- Experience using Windows Active Directory, Group Policy, Azure AD and Intune
 - Experience with a range of operating systems and devices
- Experience managing virtualised server systems and backup systems
 - Experience with management information systems
 - Advanced skills using Microsoft Office/Office 365
- Knowledge of Data Protection, Copyright, Health & Safety and Safeguarding

Nice to have but not essential:

- IT specific qualifications
- Experience leading IT projects
- Experience of disaster recovery
- An understanding of wireless network configuration
 - Skills in web development
- Experience with VoIP telephone systems