PERSON SPECIFICATION
IT Support Technician

As well as meeting the criteria listed below, the successful candidate will have provided a strong supporting statement explaining their reasons for applying for the post and addressing the responsibilities identified in the Job Description.

ESSENTIAL

The successful candidate will:

Education and Qualifications

- GCSEs or equivalent, including Maths and English; A-Levels or equivalent qualifications will be considered an asset.

Experience, Skills and Abilities

- Physical ability to move and lift moderately heavy objects, and access cables and devices in awkward locations, e.g. under desks.
- Comfortable using computers and other technology.
- Experience with any of the following technologies will be advantageous:
    o Microsoft Intune / Endpoint Manager
    o Office 365 / Microsoft 365
    o Microsoft Teams and SharePoint
    o Windows Server Core and Hyper-V Failover Cluster Manager
    o Microsoft Data Protection Manager
    o Microsoft Entra ID
    o PowerShell
    o Dell PowerEdge servers and Dell switches
    o Jamf MDM for macOS and iPadOS

Personal qualities

- Ability to work as part of a team.
- Ability to prioritise tasks based on user need and urgency.
- Good interpersonal and communication skills.
- Well organised and self-motivated.
- Flexible attitude to work.
- Commitment to developing new skills

DESIRABLE

The successful candidate may:

- A-Levels or equivalent qualifications will be considered an asset, especially where related to IT.
- Any industry specific qualifications such as CompTIA, Microsoft or ITIL