

Lead Technician Person Specification

	JOB REQUIREMENTS	Essential	Preferred	Assessed
Knowledge, Skills and Experience	Grade C or above in English and Maths GCSE/GCE		✓	A
	Excellent knowledge of Microsoft Office suite	✓		A
	Working in an ICT support role	✓		A, I
	Working in education or customer service environment		✓	A, I
	Excellent Interpersonal Skills and telephone manner	✓		A, I
	Knowledge of Windows 10 and Windows Server 2012 R2+	✓		A, I
	Knowledge of Active Directory	✓		A, I
	Knowledge of networking and IP	✓		A, I
	Knowledge of (X)HTML and CSS		✓	A, I
	Experience of managing a budget		✓	A
	Experience of working with / knowledge of the following is essential: <ul style="list-style-type: none"> - E-mail services – Office 365 - Wireless networking technology - Web filtering and firewall configuration - Group Policy Management - Imaging end user devices on a large scale - DNS, DHCP, VOIP, Microsoft Active Directory, 	✓		A, I
	JOB COMPETENCIES	Essential	Desirable	
Supporting and Co-operating	<p>Working with People</p> <p>Demonstrates an interest in and understanding of others; adapts to the team and supports team spirit; listens, consults others and communicates well; supports and cares for others; develops and openly communicates self-insight. Helpful and positive attitude in a busy environment.</p>	✓		A, I
Interacting and Presenting	<p>Relating & Networking</p> <p>Establishes good relationships with customers and staff; builds wide and effective networks of contacts inside and outside the organisation; relates well to people at all levels; manages conflict; uses humour appropriately to enhance relationships with others. Ensure image is respectable and professional at all times.</p>	✓		A, I

Organising and Executing	Delivering results and meeting customer expectations - focuses on customer needs and satisfaction; sets high standards for quality and quantity; monitors and maintains quality and productivity; works in a systematic, methodical and orderly way; consistently achieves project goals. Ability to be an effective timekeeper and able to manage and organise your own time. Ability to work to deadlines and a willingness to respond positively to all aspects of work.	✓		A, I
	Following Instructions & Procedures Appropriately follows instructions from others without unnecessarily challenging authority; follows procedures and policies; keeps to schedules; arrives punctually for work and meetings; demonstrates commitment to the organisation; complies with legal obligations and safety requirements of the role. Ability to use initiative and problem solve. Demonstrable attention to detail.	✓		I
Supervision / Management and Decision Making	Experience of inventory management	✓		A, I
	Setting development targets		✓	A, I
	Staff management / task delegation experience	✓		A, I
Child Protection	Enhanced DBS disclosure (<i>to be completed by preferred candidate following interview</i>)	✓		
	Willingness to undertake Child Protection training when required	✓		I
	A commitment to the responsibility of safeguarding and promoting the welfare of your people	✓		I

A = by application, I = assessed on Interview Day