

NORTH KESTEVEN ACADEMY- PERSON SPECIFICATION & ASSESSMENT CRITERIA



Post: SENIOR IT TECHNICIAN

	Essential	Desirable	Assessment Method
EDUCATION & QUALIFICATIONS			
GCSE Maths & English 4-9 (A-C) grade or equivalent	X		A/C
Additional ICT support qualification		X	A/C/T
Degree level qualification in a relevant field		X	A/C/I
Any other relevant qualification		X	A/C
KNOWLEDGE & EXPERIENCE			
Minimum 3 years ICT technical support experience	X		A/I/T/R
Knowledge of Windows 11 installation and configuration	X		A/I/T/R
Experience of Microsoft 365	X		A/I/R
Experience of wireless networking	X		A/I/R
Experience of Microsoft Active Directory and Group Policy	X		A/I/R
Experience of mobile device management		X	A/I/R
Knowledge and experience of school IT systems and processes		X	A/I/R
Knowledge of current Data Protection Law and GDPR	X		A/I/R
Experience of providing a service to a range of different stakeholders	X		A/I/R
Knowledge of safeguarding and child protection procedures from an IT systems perspective		X	A/I/R
PROFESSIONAL SKILLS & ABILITIES			
Excellent communication skills	X		A/I
Demonstrable ability to prioritise effectively	X		A/I/T
Excellent interpersonal skills including the ability to resolve conflict and deal with difficult situations	X		A/I/R
Ability to work flexibly and to undertake tasks outside of the usual parameters of the post when required	X		A/I/R
Ability to use own initiative to resolve a problem when working alone	X		A/I/R/T
High degree of accuracy and good attention to detail evident in tasks undertaken	X		A/I/T
PERSONAL SKILLS AND ABILITIES			
Ability to develop positive relationships with a range of different people	X		A/I

Ability to work on own initiative within a supportive environment	X		A/I
Ability to remain calm and unflustered under pressure	X		A/I

Key:

A - Application

I-Interview

C- Certificate T -Task

R- References