



The Calder Learning Trust

**PERSONNEL SPECIFICATION**

**Post Title: IT RESOURCES TECHNICIAN**

**Post Ref: IT TEC**

ATTRIBUTES	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
<b>EXPERIENCE</b>	To be able to show a basic working knowledge of computer architecture and networking principals Dealing with customers who have varying levels of IT competency.	Help desk experience. Procurement of IT equipment and supplies. End-user training. Systems/database administration. Software and hardware evaluation. ICT support in schools. Experience of SIMS software. Experience of Class Charts.	Application form. Interview.
<b>QUALIFICATIONS</b>	4 GCSE's or equivalent	IT related qualification.	(As above)
<b>PRACTICAL AND INTELLECTUAL SKILLS (including) ANY SPECIAL KNOWLEDGE</b>	Good oral/written skills, and telephone manner. Good problem solving skills. Able to organise and maintain appropriate records. Able to communicate/explain technical information in a manner, which non-technical people can understand. In-depth knowledge of Windows 10, and Microsoft Office products.	Knowledge of Local/Wide Area Networks. Windows Server. Office 365 Administration. Microsoft Teams Production of technical documentation. Production of end-user guides. Knowledge of current trends in IT. Knowledge of school admin.	(As above)



ATTRIBUTES	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
<b>TRAINING</b>	Willing to participate in programmes designed to promote personal and professional development.	Customer care training. Evidence of training in maintenance and support of hardware, software and networks	(As above)
<b>DISPOSITION/ ADJUSTMENT/ ATTITUDE</b>	Customer-focused; sensitive to users' requirements; understanding of the importance of customer satisfaction. Able to respond to users in a positive, helpful and patient manner. Co-operative, flexible, hard working. Able to work well with other members of a team. Amenable, committed to accomplishment of assigned tasks and priorities; able to meet deadlines. Able to liase and discuss matters with people at all levels. Willingness to work strictly within the Schools IT strategy and plans.		Interview.
<b>PHYSICAL</b>	Able to move large items of equipment		
<b>CIRCUMSTANCES</b>	Willingness to work outside normal office hours when required.		Application form. Interview.