

Person Specification: IT Technician		
	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Appropriate and relevant qualification in ICT e.g. Comp A+, MCP or willingness to work towards this. • High standard of literacy and numeracy. 	<ul style="list-style-type: none"> • Minimum 5 GCSE passes grade A-C (or equivalent) including English and Maths. • MCSE, CCNA, ITIL • Understanding of ITIL Framework and • Experience in Supporting Windows Desktop and Server Technologies
Experience	<ul style="list-style-type: none"> • Working in an ICT environment including management of both hardware and software. • Troubleshooting and dealing Computer/Laptop issues. • Troubleshooting and dealing Network and WiFi issues. • Troubleshooting and dealing with Printer issues. • Troubleshooting A/V issues with computers with multiple outputs. • Experience with Interactive Whiteboards or Screens and Projectors. • Managing your own time. 	<ul style="list-style-type: none"> • Experience of working in a educational setting • Experience of Active Directory, Group Policy, Windows Server 2019, VMware, Citrix VDA, Cisco Switching, MDT, Veeam & Barracuda Backup and Replication, PowerShell Scripting, Windows 10 & 11, Office 365 • Dealing with Servers, physical and virtualized • Dealing with cloud environments. • Dealing with both young people and adults. • Working in a school or college environment. • Working with a (school) management information system.
Knowledge & Skills	<ul style="list-style-type: none"> • A passion for supporting the use of ICT throughout the School. • A working knowledge of Operating systems and common user applications including Windows 10 (Upwards), • A strong knowledge of Computer hardware and Software • Working knowledge of network technologies, such as Active Directory, Group Policy, Windows Server 2019, Hyper-V, PowerShell, Anti-Virus technologies. • Microsoft Office 365 	<ul style="list-style-type: none"> • Knowledge of TCP/IP Networking including subnetting and VLANs • Ability to Manage and Support Dell Hardware: Servers and storage • Knowledge of Active Directory, Group Policy, Windows Server 2019, VMware, Citrix VDA, Cisco Switching, MDT, Veeam and Barracuda, PowerShell Scripting, Windows 10 & 11, • Ability to Manage and Support Apple Hardware

	<ul style="list-style-type: none"> • Organisational skills in relation to systems, users, and equipment. • Skills in installation and maintenance of the network infrastructure. • Understanding the IT professional code of conduct • Be an effective and confident communicator, having a good command of English, both spoken and written, appropriate to a variety of audiences. • Ability to work as a team and on one's own. • Ability to communicate the School's values and a desire to promote image of the School. • Ability to problem-solve and work in new and challenging situations. 	<ul style="list-style-type: none"> • Good knowledge in Providing 1st-2nd Line Support • Good Knowledge of Papercut Print Management solutions • Good Knowledge of Office 365 and SharePoint • Good knowledge of Web filtering & Monitoring • Ability to support the extra-curricular life of the school including extracurricular activities.
Personal Qualities	<ul style="list-style-type: none"> • A commitment to safeguarding and promoting the welfare of children. • To display the highest levels of integrity and complete trustworthiness and discretion. • An awareness of the importance of confidentiality and data protection. • Be a problem solver, and to be able to reflect upon one's own practice. • Be highly organized with the ability to prioritise and work to tight deadlines whilst retaining a professional composure. • Be flexible, versatile, and self-motivated. • A commitment to continuing professional development. • Have an excellent punctuality and attendance record. • The ability to work as part of a team and display excellent team work. 	<ul style="list-style-type: none"> • Be involved in the co-curricular life of the school.

The successful candidate will share a commitment to:

- make a positive impact on all students' experiences of Social Sciences at Highgate Wood School;
- our core values as defined in our mission statement and motto and our ethos The Highgate Wood Way, underpinned by Courtesy, Consideration, Contribution and Co-operation;
- inclusion, based on a belief that every student can achieve irrespective of starting point or circumstance;
- first class pastoral care, support and guidance;
- working with staff and all other stakeholders in a collaborative way;
- our SHOW UP staff culture (page 3).

OUR NON-NEGOTIABLES

S

Students come first

Our students are our priority. It is for them that we do what we do.

H

Hard Work

We do whatever is necessary to provide the best experience for our students.

O

Our own children

We make HWS a school that we would be proud to send our own children to. We work to this end every single day.

W

We are not I

We are a team. We do what we say we do - we stick to the school strategy, behaviours and processes. We are the Highgate Wood Way.

U

Unafraid of failure

We are not afraid to fail, nor learn from failure. When things go wrong we do not blame—we support each other and we look after each other.

P

Professional trust and accountability

We trust each other implicitly professionally because we hold ourselves and each other to account openly and honestly for doing all of the above.

