

HATTON ACADEMIES TRUST

PERSON SPECIFICATION

Post Title: IT Support Technician

Grade: NJC Scale Point 13 - 15

Characteristics	Essential	Desirable
GCSE or NVQ2 in IT, Maths and English (or equivalent) or above	Yes	
Comptia A+, Network+ and or Server+		Yes
Any Microsoft certification		Yes
Relevant IT Experience	Yes	
Familiar with Server Technology		Yes
The ability to troubleshoot PC hardware and software issues	Yes	
Good understanding of networking principles and topology.		Yes
General understanding of “Best Practice”, e.g. ITIL, FITS and/or MOF		Yes
Membership (any level) of a Professional IT Association, e.g. BSC, IET, etc.		Yes
Ability to travel independently to other sites in the local vicinity	Yes	
Excellent practical and problem solving skills	Yes	
Able to work using own initiative, be pro-active and work as a part of a team	Yes	
Commitment to deliver a first class service to internal and external customers	Yes	
Excellent interpersonal skills with the ability to establish positive working relationships with all pupils, staff and customers	Yes	
Commitment to undertake training and personal development	Yes	
Must be suitable to work with children	Yes	