

PERSON SPECIFICATION

Apprentice IT Technician

	Essential:	Desirable:	Measured by:
Qualifications	<p>5 GCSE's grade C or above including Maths, English or equivalent qualification or demonstrable level of skill.</p> <p>Any computer related qualification or demonstrable level of skill.</p>	<p>NVQ level 2/3 computing or equivalent level of skill</p>	CV
Experience	<p>Substantial experience of using a computer to browse the internet and use documents in Microsoft Word and Excel in any setting.</p>	<p>Demonstrable experience of:</p> <p>Using the Windows operating system.</p> <p>Using Microsoft Office packages in a work context.</p> <p>Work experience in a business environment or in a customer service role.</p>	CV
Skills	<p>Good verbal communication skills.</p> <p>Good written communication.</p> <p>Good problem solving skills.</p>	<p>Knowledge of IT related technological developments.</p> <p>Demonstrable interest in computers.</p>	CV and interview

	<p>Excellent team working skills. Prepared to be flexible.</p> <p>Ability to anticipate what needs doing and act on own initiative without being told.</p>		
Aptitudes	<p>The ability to think logically and analytically.</p> <p>The ability to get along well with co-workers and customers.</p> <p>Enjoys taking a methodical approach to work and can concentrate for long periods of time.</p> <p>The ability to express ideas in clear, understandable terms.</p>	<p>The ability to analyse complex problems and find solutions.</p> <p>The ability to work under pressure.</p> <p>The ability to complete projects.</p> <p>The ability to quickly build relationships with people.</p>	CV and interview
Attitude & values	<p>Takes personal responsibility for:</p> <ul style="list-style-type: none"> • Being reliable • Being organised • Professional appearance • Being positive • Being productive • Solving problems • Being helpful • Accepting feedback • Being resourceful • Professional development • Developing interpersonal skills 		CV and interview

Date Jan 2024