

PERSON SPECIFICATION

IT Technician

	Essential:	Desirable:	Measured by:
Qualifications	BTEC/NVQ Level 3 Computing or Willingness/working towards Microsoft Qualifications	Microsoft Qualifications	CV
Experience	<p>Experience of working in a helpdesk role.</p> <p>Experience providing support for Windows and Microsoft 365.</p> <p>Good understanding of computer networking.</p> <p>Good communication skills (phone and email).</p> <p>Resourceful and able to work independently.</p>	<p>Extensive experience in working with Microsoft 365</p> <p>Experience with Unifi, Draytek and Netgear networking equipment.</p> <p>Experience with Microsoft Azure Virtual Desktop, IaaS.</p> <p>Mac</p> <p>Powershell</p> <p>Any experience in a customer service setting.</p>	CV
Skills	<p>Good communication and interpersonal skills.</p> <p>The ability to get along well with co-workers and customers.</p> <p>Good written communication skills.</p> <p>Good problem solving skills.</p>	Supervisory skills.	CV and interview

	<p>Excellent team working skills and 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>Enjoys taking a methodical approach and is able to concentrate for long periods of time.</p> <p>The ability to express ideas in clear, understandable terms.</p>	<p>The ability to work under pressure.</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 • Being accountable • Professional development • Developing interpersonal skills 		CV and interview
Travel		A car driver with ability to drive to clients sites (or make alternative transport arrangements)	Interview

Date Jan 2024