

**Linden Lodge School
ICT Technician
Person Specification**

Education and Training

Essential Criteria	Desirable Criteria
NVQ Level 3 or Equivalent	
Good computer skills	
Basic English and Maths qualification	

Knowledge

Essential Criteria	Desirable Criteria
Excellent knowledge of a range of the applications commonly used in schools e.g., Microsoft Office, Microsoft Windows XP through to the current version, Apple OS's	
Good knowledge of a range of ICT hardware (e.g., computers (PC and Apple Mac), printers, scanners, digital photographic equipment, servers)	
An understanding of relevant policies/code of practice and awareness of relevant legislation in relation to Health and Safety and applications of media technology	

Experience, Skills & Abilities

Essential Criteria	Desirable Criteria
Ability to communicate effectively	An understanding of the needs of vulnerable people.
Very good communication skills including good telephone manner	An awareness of the principles of safeguarding
Ability to work effectively as part of a team	
Good organisational and problem solving skills	
Ability to summarise and record information in a way that can be readily understood by others	
Be able to manage routine contacts with external contractors and suppliers	
Excellent experience in preparing, maintaining and using equipment and resources and assisting school staff with their use	
Ability to work on own initiative	
Be able to access key ICT education web sites to keep abreast of changes and developments	
Ability to promote a culture of quality service and support	
Sound experience in Support Request Management, adhering to school procedures, recording detailed diagnostic information and using appropriate knowledge bases/logs to inform end users of diagnosis and resolution where applicable	