

Person Specification

Post	IT Support Technician
Department	Central Services Division IT Support
Responsible to	IT Manager
Working closely with	IT Support team
Hours	37 hours per week Mon-Thursday 8.00 am - 4.00 pm & Friday 8.00 am - 3.30 pm Occasional evening/weekend cover
Work pattern	Full Year

E = Essential

D = Desirable

Please ensure that in your application you provide evidence of how you meet the requirements of the advertised post. Please address **each item** on the Person Specification. In a situation where the college receives a high volume of applications, the desirable criteria may also be used for shortlisting purposes.

	E	D	Method of Assessment
Knowledge			
Relevant IT qualification		✓	Application Form
Relevant successful experience of IT Support	✓		Application Form, Task and Interview
Experience within the academic / education sector		✓	Application Form and Interview
Experience			
Experience of delivering technical support	✓		Application Form, Task and Interview
Experience of supporting the Microsoft operating system	✓		Application Form and Interview
Experience in supporting users in the use of the Microsoft office suite	✓		Application Form and Interview
Experience of using the Adobe suite or similar software		✓	Application Form and Interview
Experience of supporting the Google Chromebook operating system		✓	Application Form and Interview
Experience of working with PC hardware	✓		Application Form, Task and Interview
Use of Active Directory User Management and Group Policies		✓	Application Form and Interview
Experience of IP networking and wireless systems		✓	Application Form and Interview

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Experience of working with printers, whiteboards, projectors and other peripherals		✓	Application Form and Interview
Skills and Abilities			
Able to work with and without supervision, to use initiative and prioritise own workload.	✓		Application Form and Interview
Able to work as part of a team in a busy environment, and be flexible and adaptable.	✓		Application Form and Interview
Demonstrate a positive approach to customer care.	✓		Application Form and Interview
Able to develop and maintain effective working relationships at all levels.	✓		Application Form and Interview
Excellent communication skills both oral and written.	✓		Application Form and Interview
Personal Qualities			
Committed to equal opportunities, customer care and quality assurance.	✓		Application Form and Interview
Willingness to undertake staff training and development as required.	✓		Application Form and Interview
Sensitive to and support for the ethos of a Catholic College	✓		Application Form and Interview