

Person Specification

Peripatetic ICT Support Technician

CATEGORY	ESSENTIAL	DESIRABLE	WHERE IDENTIFIED
QUALIFICATIONS	5 GCSE qualifications (or equivalent) @ A* - C - Demonstrable commitment to personal professional development - Applicable vendor certification i.e. CCNA, MCSA - ITIL certification		- Application Form - Certificates of achievement
EXPERIENCE	- At least 5 years' experience within a senior ICT support role - Proficient with - IP routing, subnetting and managed switch configuration - Multisite active directory & Group policy - Desktop and Server OS, installation, configuration and support - Application repackaging and deployment - System Centre suite - Virtualisation technologies - Storage and networking - Desktop (session & VDI) - Application	- Programming and general 'scripting' - Mobile device management - Azure based resources - SIMS Suite - IOS & Apple integration into windows environment	- Application Form - References - Interview - Skills Test



	○ Server with clustering • Managed wireless, deployment and maintenance • Multisite IP topology with VPN • Microsoft Exchange configuration and management • Microsoft SharePoint configuration and management • IP Telephony • IP CCTV & access control		
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Person Specification cont.

Peripatetic ICT Support Technician

CATEGORY	ESSENTIAL	DESIRABLE	WHERE IDENTIFIED
PERSONAL ATTRIBUTES	• Persevering and resilient • Excellent customer service skills • Empathetic and supporting • Enthusiastic with energy and drive • Supportive with an ability to support a team culture • Ability to plan and organise time effectively, work under pressure and meet deadlines		- Application Form - References - Interview