Person Specification - Senior Network Technician

	ESSENTIAL	DESIRABLE
Education, Qualifications and training	- An IT qualification or Certification, eg ITIL or applicable qualification - A minimum of 5 CSE at grade 4 /C to include Maths and English - Willingness to undertake ongoing professional training	
Knowledge and Experience	- Experience within an IT support environment including good understanding of ITIL - A good working knowledge of IT hardware and software - Excellent knowledge of SIMS its maintenance and operation - Excellent working knowledge of windows software - Ability to support the network manager with installation, configuration and maintenance of network infrastructure - Ability to undertake repairs and respond to staff ICT issues in a timely manner	- Previous experience of working in Education setting - Experience with network configuration - Experience with serve and domain configurations and maintenance - Experience of project management
Aptitude and Skills	- Excellent customer service skills - Well organised - Ability to use initiative and demonstrate methodical approach to problem solving - Ability to prioritise and work to deadlines - Ability to work under pressure and be flexible when required - Strong interpersonal skills	
Additional requirements	- Knowledge and understanding of the education sector - Ability to deal with confidential information - Desire to enhance skills and knowledge	