

## Person Specification

### Post: Roaming IT Technician

Attributes	Essential	Desirable	How identified
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Full UK driving licence and access to own vehicle</li> </ul>	<ul style="list-style-type: none"> <li>ITIL 4 Foundation</li> <li>CompTIA A+</li> <li>CompTIA Network+</li> <li>Level 3 IT apprenticeship</li> <li>Microsoft 365 Certified: Fundamentals</li> </ul>	<ul style="list-style-type: none"> <li>Application</li> <li>Certification</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Values and service driven</li> <li>Working in an IT support role</li> <li>Demonstrable experience of identifying and resolving issues relating to the following: Windows 10 and 11 (or other operating system(s) and networked printers</li> <li>Solutions focused, showing empathy to customers' needs</li> </ul>	<ul style="list-style-type: none"> <li>Working in an inner-city area of high deprivation</li> <li>Managing workload via ITSM tool such as TOPdesk</li> <li>Working within an educational environment at any level</li> <li>Experience of resetting passwords in active directory and Entra</li> <li>Identifying gaps in processes and suggesting improvements</li> <li>Documenting guides and knowledge base articles to improve troubleshooting and resolution processes</li> </ul>	<ul style="list-style-type: none"> <li>Application</li> <li>Interview</li> <li>References</li> </ul>
<b>Knowledge and skills</b>	<ul style="list-style-type: none"> <li>Microsoft applications, especially Teams, Outlook and Excel</li> <li>Proficiency in troubleshooting and resolving common IT issues such as software and hardware issues</li> <li>Confident, clear and differentiated written / verbal communication to stakeholders at all levels</li> <li>Effective internal / external relationships with stakeholders and customers at all levels</li> <li>Excellent analytical skills when identifying issues</li> <li>Commitment to safeguarding</li> </ul>	<ul style="list-style-type: none"> <li>Understanding of what makes a Dixons academy different and successful</li> <li>Experience in resolving issues with educational systems, software and hardware</li> <li>Adhering to IT security best practice</li> </ul>	<ul style="list-style-type: none"> <li>Application</li> <li>Interview</li> <li>References</li> </ul>
<b>Character</b>	<ul style="list-style-type: none"> <li>Strong moral purpose and drive for improvement</li> <li>Mission-aligned</li> <li>Humble and kind</li> <li>Motivated, enthusiastic and flexible</li> <li>Excellent interpersonal skills</li> <li>Good sense of humour</li> <li>Desire to develop yourself</li> <li>Ability to receive and act on feedback</li> <li>Strong attention to detail</li> <li>Ability to work under pressure across multiple academies</li> <li>Commitment to the full life of our trust</li> </ul>		<ul style="list-style-type: none"> <li>Application</li> <li>Interview</li> <li>References</li> </ul>