



## Personal Specification – Onsite IT Technician 2<sup>nd</sup> Line

Requirement	Desirable	Essential
<b>Skills and knowledge</b>		
Expert user in a range of office applications.		X
Expert user in a range of operating systems		X
Expert user of Microsoft Server 2008r2, 2016.		X
Knowledge of DHCP/DNS/Active Directory /Group Policy		X
Working Knowledge of Virtualisation (Hyper V preferred)		X
Knowledge of Azure Active Directory and Intune	X	
Knowledge of Office365 administration		X
Knowledge of WordPress		X
Knowledge of VEEAM or similar backup solutions, backup principles and Disaster Recovery obligations within a school context		X
Advanced awareness of GDPR and Data Security best practice		X
Expert skills on the minimisation of risk from computer viruses and other security risks.		X
Able to deploy applications across a network using available solutions		X
Good level of written and spoken English appropriate to the context and audience.		X
Appreciation of the curriculum, including a general understanding of the requirements for ICT in the school's curriculum.		X
Aware of relevant organisation policies.		X
An understanding of the use, functionality and limitations of different platforms including desktop and mobile devices.		X
Aware of different levels of ability and confidence of staff and pupils in using ICT.		X
Aware of potential and actual uses of ICT in schools.		X
<b>Personal Skills</b>		
Ability to work well under pressure		X
Emotional resilience in working with challenging behaviours and attitudes to use of authority and maintaining discipline		X
A strong interest in IT		X
A willingness to develop		X
Understanding of Safeguarding within the school		X
A driving licence and constant access to a transport		X
Willingness to travel		X
Business Class1 Car Insurance		X
Ability to confidently deliver training to peers.		X
Flexibility to react to the role demands outside of normal working hours		X

Our Lady of Lourdes Catholic MAC is committed to the safeguarding and welfare of students.