

THE CHERWELL SCHOOL

A Centre of Opportunity

Person Specification: ICT Technician

Experience	<ul style="list-style-type: none">▪ Previous experience of desktop 1st/2nd line support (<i>Essential</i>)▪ Previous experience of working in a school (<i>Desirable</i>)
Qualifications/ Training	<ul style="list-style-type: none">▪ Educated to A Level or equivalent qualification or equivalent in relevant discipline (<i>Essential</i>)
Knowledge/ Skills	<ul style="list-style-type: none">▪ Expert user of the majority of hardware and OS▪ Expert user of desktop application software▪ Confident user of client/server based applications▪ Understand role and function of network services and protocols such as DNS, DHCP and IP▪ Knowledge of Cisco switches would be desirable▪ Knowledge of Active Directory services▪ Good understanding of Windows 2008/2012 server platforms▪ Knowledge of website platforms for updates and maintenance▪ Knowledge of Hyper V and Virtual applications▪ Knowledge of PHP and MySQL▪ Detailed knowledge of both general and specific ICT Health & Safety issues relating to work, both for self and all potential users▪ Understand the importance of a structured approach to configuration tracking▪ Aware of issues relating to equipment disposal▪ Understand how service continuity means more than immediate 100% availability, and how alternatives to key systems can allow the school to continue to function at a basic level▪ Knowledge of Symantec backup 2012 and Arcserve UPD desirable▪ Aware of the importance of structured record keeping and reporting▪ Understand which resources are available to support the ICT function, and how they might be allocated▪ Understand different elements of ICT services and likely support requirements▪ Detailed knowledge of relevant external ICT support services and contracts▪ Technical knowledge of a wide range of solutions▪ Can create a database that utilises web forms for accessing data and updating▪ Understand function of, and can create, macros, scripts and other simple program code▪ Understand how to move data between different applications using appropriate file formats▪ Good level of written and spoken English appropriate to the context and audience▪ Detailed knowledge of school structure, including staffing roles and responsibilities▪ Understand how ICT can enhance the teaching and learning in, and management of schools