

Person Specification – IT Technician

Below are some of the skills, knowledge and experience which are required for this post.

	Essential	Desirable
Education / Qualifications		
GCSE Maths Grade A*-C (9-4).	*	
Microsoft Certified professional qualifications		*
Skills/ Knowledge/ Experience		
2 + years of experience in a customer facing IT Support or Helpdesk role providing remote and onsite technical support.	*	
Knowledge and experience of administering and troubleshooting Microsoft 365 technologies.	*	
Knowledge and experience of deploying, administering, and troubleshooting end user hardware including desktops, laptops, and mobile devices.	*	
Knowledge and experience of administering Windows Server environments including Active Directory, Group Policy, File Sharing and Printer Management.		*
Knowledge and experience of administering network infrastructures including firewalls, switches, wireless, VPNs, VLANs, subnets, DHCP and DNS.		*
Knowledge and experience of administering backup and recovery technologies.		*
Excellent telephone manner and communication skills with the ability to explain issues and solutions to a broad customer base.	*	
Excellent time management, organisational and prioritisation skills to allow you to accurately deliver and document your work for our clients.	*	
Ability to work accurately and in line with established processes, with consistent care and attention to detail.	*	
Excellent analytical and logical troubleshooting skills with the ability to understand the root cause of issues and implement permanent solutions.	*	
Motivated to improve knowledge and understanding of new technologies.	*	
Confidence to work under own initiative with integrity to seek instruction or guidance when appropriate.		*
Personal Behaviours & Qualities		
Ability to operate effectively, both individually and as a team member.	*	
Flexible approach to working hours.		*
Professional and confident with the ability to respond to challenges in a calm and professional manner.		*
Ability to demonstrate behaviours and expectations consistent with the David Allen values of ambition, professionalism, knowledge, integrity, and respect.	*	
General		
Clean full driving license with the ability to travel between offices and to undertake client home visits if required.	*	