David Allen
IT Solutions

Person Specification – IT Technician Apprentice

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

	Essential	Desirable
Education / Qualifications		
GCSE or equivalent at grade A-C (9-4) in Maths and English.	*	
Working towards, or commitment to, gaining a Level 3 qualification as an Information Communication Technician.	*	
Skills/ Knowledge/ Experience		
Some experience working in an IT support environment.		*
Excellent IT skills with an aptitude towards troubleshooting and resolving user issues (particularly in relation to Microsoft 365 technologies) and deploying and administering user hardware such as desktops, laptops, and mobile devices.		*
Excellent telephone manner and communication skills.	*	
Ability to explain issues and solutions to a broad customer base.		*
Excellent time management, organisational and prioritisation skills.	*	
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.	*	
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.		*