

BRIGHTON & HOVE CITY COUNCIL

PERSON SPECIFICATION

Post Title: ICT Technician – Role G

Department: Children and Young People's Trust

Section: Schools

Essential Criteria

Job Related Education, Qualifications and Knowledge	• ITQ level 4, Microsoft Certification IT Professional level 4 or equivalent qualification or experience in an ICT related discipline. • A sound general ICT background with knowledge of industry standard desktop application software (such as MS Office) and hardware. • Extensive practical knowledge of the relevant Windows operating systems • Extensive knowledge of Windows 2000/2003 File Server Networks. • Excellent knowledge of ICT initiatives and developments in schools/colleges. • Aware of the role of LEA/LA, DfES and National Strategies in relation to ICT. • Aware of different levels of National Curriculum ICT and implications for infrastructure, e.g. consider the implications on server load of all PCs within the school logging in at the same time. • Understand how the overall technical requirements of the school should support the use of IT in the curriculum and management of the school. • Knowledge of how E-learning can support the implementation of the national curriculum in schools. • Full working knowledge and understanding of the range of relevant policies / codes of practice and awareness of relevant legislation, including those relating to compliance with the Data Protection and Freedom of Information Acts. • Knowledge of budget planning and management
Experience	An expert user with extensive demonstrable experience to have included: • planning, managing, installing, configuring, upgrading and maintaining hardware and software and troubleshooting in a networked environment. • working in an office environment at a management level.

	• working in a senior role in a busy IT support environment and providing desktop and network support in accordance with contracts or service level agreements. • Experience of supervising the activities of technical support staff. • Experience of the full budget planning cycle within a school environment.
Skills and Abilities	• Specialist networking skills relating to managing active equipment, including wireless technology. • Able to lead major ICT improvement projects. • Able to apply an innovative approach to problem solving across the range of hardware, software and systems in use within the school. • Able to repair the full range of workstations and servers in use within the school/college. • Able to keep abreast with technological changes and provide technical advice about improvements that would benefit the school/college. • Able to relate well to children and adults, with excellent interpersonal and communication skills, e.g. to make presentations to senior staff and Governors, e.g. on a proposed ICT development. • Able to provide advice and guidance to senior staff / Head Teacher / Governors on technical and specialist information and influence school policy on such matters. • Able to document systems and procedures, e.g. produce a staff handbook for ICT support team. • Able to manage an allocated budget. • Able to persuade, negotiate with and influence others, e.g. suppliers of goods and services. • Some need to use analytical, judgmental, creative and developmental skills, e.g. when assessing the impact of the introduction of new technology to the school, when designing and setting up appropriate systems. • Able to undertake short-term planning, e.g. managing own workload, overseeing the work of others, ensuring deadlines are met. • Able to undertake medium term planning, e.g. for recruitment and selection. • Able to contribute to long term planning, e.g. in the area of budget distribution and planning for major ICT developments. • Able to identify future ICT needs, problems and implications and adopt a proactive approach to the introduction of new technology • Able to persuade, influence and motivate own staff.

	• Able to manage a team effectively. • Able to work constructively as part of a team and to understand school roles and responsibilities and own position within these. • Able to lift and handle ICT equipment.
Equalities	• To be able to demonstrate a commitment to the principles of Equalities and to be able to carry out duties in accordance with the Council's Equalities Policy.