

HAYDON SCHOOL
PERSON SPECIFICATION – ICT SUPPORT ANALYST (Apprentice)

Attributes	Essential/Desirable	How Identified
<u>Qualifications</u>		
At least five GCSE Grade C, English, Maths or equivalent or a Vocational qualification;	Essential	Certificate / Application
Degree in the subject	Desirable	Certificate / Application
Excellent communication and numeric skills	Essential	Certificate / Application
<u>Experience and associated skills</u>		
Administration experience	Desirable	Application / Reference
Experience of working on own	Essential	Reference / Interview
Experience of working with people in a variety of contexts	Desirable	Reference / Interview
Confidentiality	Essential	Application / Interview
<u>Other relevant experience and training</u>		
Ability to demonstrate a willingness to improve own practices and methodologies through the utilization of available information	Essential	Application / Interview
<u>Personal skills and specialist knowledge</u>		
Good record of health, attendance and punctuality	Essential	Application/ Interview/reference
Ability to motivate staff to develop and improve existing practice	Desirable	Interview/Reference
Ability to manage working time effectively and to develop professionally	Essential	Interview/Reference
Confident about ability to use a variety of computer software packages	Desirable	Interview / Reference
Computer Desktop troubleshooting (Hardware & software)	Desirable	Interview / Application
Experience with Windows Operating systems: Server 2019, Windows 10 Desktops	Desirable	Interview / Application
Experience with web filtering using Webscreen 2	Desirable	Interview / Application
Experience with Virtualization Technologies (VMware/Hypervisor)	Desirable	Interview / Application
Experience using Backup systems such as VeeamBackup	Desirable	Interview / Application
Support and administration of school's online platform Google Workspace	Desirable	Interview / Application
Experience with online cashless payment system	Desirable	Interview / Application

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Experience with using online services such as: ParentPay, satchel:one, kerboodle, hegartymaths. Plus other online services.	Desirable	Interview / Application
Experience working with variety of software including Microsoft Office, Adobe Creative Suite	Desirable	Interview / Application
Ability to work under pressure and prioritize work load	Desirable	Interview / Application
Experience with Apple server and iMacs	Desirable	Interview / Application
Experience with Cisco network products (switches and Call Manager Express)	Desirable	Interview / Application
Experience with Web content management system	Desirable	Interview / Application