ICT & Media Technician
Person Specification

Factors	Essential	Desirable
Qualifications / skills / knowledge and / or ability:		
▪ Good general education to at least GCSE or equivalent in English and Maths	✓	
▪ Relevant ICT qualification (e.g. CompTIA, Microsoft, or equivalent)		✓
▪ Experience in providing technical ICT support in a school or similar environment		✓
▪ Knowledge of Windows 11, Microsoft 365, and basic networking	✓	
▪ Knowledge of Apple iPads and/or macOS systems		✓
▪ Ability to set up, maintain, and troubleshoot AV/media equipment (e.g. projectors, cameras)		✓
▪ Experience using Office applications including Word, Excel, and PowerPoint		✓
▪ Experience with editing software (e.g. iMovie, Audacity, Filmora)		✓
▪ Good organisational, communication, and listening skills	✓	
▪ Ability to communicate clearly and professionally with staff, students, and visitors	✓	
▪ Ability to organise and prioritise workload effectively	✓	
▪ Ability to work under pressure and meet deadlines		✓
▪ Willingness to undertake relevant training and continuous professional development	✓	
▪ Attention to detail and accuracy in recording and managing ICT assets	✓	
Personal qualities:		
▪ Enthusiastic, positive, and proactive attitude	✓	
▪ Conscientious, flexible, and responsive to the needs of the school	✓	
▪ Patience, empathy, and understanding when supporting students and staff	✓	
▪ Committed to promoting equal opportunities and inclusive practices	✓	
▪ Able to work independently and collaboratively within a team	✓	
▪ Professional, courteous manner with an excellent telephone and face-to-face presence	✓	