

DURHAM TRINITY SCHOOL & SPORTS COLLEGE

APPRENTICE IT TECHNICIAN

PERSON SPECIFICATION

Attributes	Essential	Desirable	How Identified
Application	Completed Durham County Council support staff application form. 2 fully supported references to be taken up prior to interview (one of which should be from current or most recent employer or school)		
Relevant Experience	Experience of Windows Operating Systems Enthusiasm for IT	Experience of networking Experience of Helpdesk support Experience of building and configuring PCs	Application form Interview
Education and Training	5 GCSEs Grades 9-4 (including Maths and English) or expected to achieve these in August 2019 Willing to work towards Level 3 Digital Apprenticeship		Application form Qualification certificates
Specialist Knowledge and Skills	Ability to install software Ability to install hardware Knowledge of Microsoft Software including Office	Experience of audio-visual equipment Experience of telephone systems and support	Application form Interview

Attributes	Essential	Desirable	How Identified
	Good organisational/ interpersonal skills Ability to work under pressure Ability to prioritise workload Ability to work on own initiative		
Additional Factors	Good organisational skills. Reliable and punctual. Polite, friendly and flexible approach to work. Have a good sense of humour. Able to relate well to children and adults Able to work on own initiative as well as being part of a team Commitment to customer care Full Enhanced DBS Clearance		Application form Interview