



Person specification			
Post title	School IT Support Assistant	Grade	Grade E
Service Area	Information and Technology	Section/team	School IT Support

***** This post is exempt from the provisions of the Rehabilitation of Offenders Act – applicants must disclose all criminal convictions including those which are ‘spent’, in addition to any cautions and bindover orders received in the last 12 months *****

Shortlisting Number	Criteria	Essential\Desirable	Method of assessment
Skills, knowledge, experience			
S1	Ability to embrace the values of KMBC	E	I
S2	Evidence of understanding and aptitude for supporting IT applications and school management information systems. Good understanding of Microsoft & Apple Desktop Applications and Networking.	E	A / I
S3	Ability to think creatively to use researched information to inform future IT service delivery.	E	A / I
S4	Ability to work as a team member to help deliver IT application support and development projects	E	A / I
S5	Ability to assist in the analysis of problems and contribute to the restoration of service.	D	I
S6	Ability to work and communicate with customers to resolve operational issues and discuss work assignments to be delivered on site or remotely.	E	I
S7	Ability to manage own time and work effectively unsupervised.	E	A / I
S8	Ability to work with people of all ages in educational establishments.	E	I
S9	Ability to prioritise and work to tight timescales.	E	A / I
S10	Ability to understand customer’s needs and aspirations, owning problems through to resolution	E	A / I

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S11	Ability to identify new and emerging business opportunities, delivering solutions that increase efficiency or reduce costs	D	A / I
S12	Motivation of self to achieve the highest standards to meet and exceed service delivery targets and obtain high levels of customer satisfaction	E	I
Personal attributes and circumstances			
P1	Integrity - ability to be open and honest, to maintain high standards of personal behaviour and display strong moral principles	E	I
P2	Accountability - willingness to take personal responsibility for your actions and decisions, and to understand the consequences of your behaviour	E	I
P3	A demonstrable willingness to share information and work with other people.	E	I
P4	Respect - a strong desire to treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can	E	I
Communication			
C1	A demonstrable willingness to share information and work with other people, including the ability to listen, communicate with and understand others, taking account of other people's points of view.		
Qualifications			
Q1	Evidence of academic ability or relevant work experience	E	A & I
Q2	Hold a full UK Drivers licence and have access to a car (reimbursed of mileage done for work purposes will be reimbursed to the post holder in line with KMBC Car User Scheme).	E	A
Health and safety			
H1	Ability to use equipment as instructed and trained Ability to inform management of any health and safety issues which could place individuals in danger	E	I

A = Application form C = Certificate E = Exercise I = Interview P = Presentation AC = Assessment Centre T = Test

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Date	Approved by authorised manager	Designation

Where the post involves working with children, in addition to a candidate’s ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children, including:

- **Motivation to work with children and young people**
- **Ability to form and maintain appropriate relationships and personal boundaries with children and young people**
- **Emotional resilience in working with challenging behaviours**
- **Attitudes to use of authority and maintaining discipline**

We have a positive attitude to the employment of disabled people and guarantee an interview to those who meet **all** the necessary criteria of the person specification.

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