Person Specification

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Post | APPRENTICE IT TECHNICIAN |  | Dept. | IT Services |
| Grade | apprentice terms |  | Ref No | 025-22 |

|  |  |  |  |
| --- | --- | --- | --- |
| Education / Training |  | Criteria Essential (E)  Desirable (D) | Measured By  Interview (I)  Application (AF)  Presentation (P) |
| Evidence of a commitment to personal and professional development  GCSE Maths and English A-C grade  Level 2 IT or similar qualification relevant to industry | | E  E  E | AF/I  AF/I  AF/I |
| Relevant Experience |  | e / d | Measured By |
| Experience of working within a customer service environment dealing with customers  Experience of producing documents (letters, emails, reports)  Experience of communicating on the telephone and electronically | | D  D  E | AF/I  AF/I  AF/I |
| Relevant Knowledge Skills & Aptitudes |  | e / d | Measured By |
| Good organisational skills, including the ability to undertake several tasks simultaneously and meet deadlines  Excellent ICT skills  Good understanding of PC hardware set-up and configuration.  Strong technical background.  Excellent written and verbal communication skills and attention to detail  Self-motivated and ability to learn and develop quickly  Commitment to delivering excellent customer service  Positive and enthusiastic team player | | E  E  E  E  E  E  E  E | AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I |
| Special Requirements |  | E / D | Measured By |
| The successful applicant will need to apply for a DBS check to work in the College environment.  The post holder would be required to demonstrate an ability to discretion and maintaining confidentiality  Must be willing to undertake appropriate training and development in order to meet the requirements of the college.  Awareness of health and safety requirements.  Commitment to the principles of valuing diversity and equal opportunities.  Bolton College is committed to safeguarding and promoting the welfare of young people and vulnerable adults and expects all staff and volunteers to share this commitment. | | E  E  E  E  E  E | AF/I  AF/I  AF/I  AF/I  AF/I  AF/I |