



PERSON SPECIFICATION: IT SERVICE DESK ADMINISTRATOR

Criteria	Essential	Desirable
Qualifications		
ITIL v3 Foundation Certificate		✓
ITIL - Information Technology Infrastructure Library. A set of best practice guidance for IT service management		✓
Knowledge and experience		
IT Service Desk/Help Desk experience		✓
Customer Service experience	✓	
Purchasing and stock control within a business environment		✓
Personal Qualities		
Excellent communication skills (email, telephone and in person)	✓	
Good administrative and organisational skills	✓	
Ability to deal with customers in stressful situations	✓	
Ability to establish good working relationships and work within a team	✓	
Ability to accurately record customer requests	✓	
Ability to apply business rules to evaluate the priority of customer requests	✓	
Ability to appreciate the workload and skills of technical staff and to allocate tasks appropriately	✓	
Good ICT skills, ability to work with database systems including updating records, searching and reporting	✓	
Flexibility and willingness to provide excellent customer service	✓	
Ability to undertake routine IT System Administration tasks following training	✓	
An empathy for the works of the monastic community	✓	
Satisfy all criteria and checks relating to suitability to work in a school environment	✓	

Salary and Conditions of Employment (subject to contract):

Salary	Dependent on skills and experience
Benefits:	Subsidised membership of fitness centre and sports centre. Free meals during working hours. Life assurance.
Pension:	Group Personal Pension – employer 4%/employee 4%, rising to a maximum of 8%.
Annual Leave:	22 days (rising to 27 days) per annum in addition to public holidays and Christmas closedown.
Probationary period:	6 months.
Notice period:	One month.