# Final icon PERSON SPECIFICATION

The Person Specification acts as selection criteria and gives an outline of the types of person and the characteristics required to undertake this job. Please make sure that when completing your application, you give clear examples of how you meet the essential and/or desirable criteria.

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|  | **Essential**  It is essential candidates  can demonstrate | **Desirable**  It is desirable candidates can demonstrate |
| **Qualifications and Experience** | * Recent successful experience in a 2nd/3rd line support role * Experience of planning, managing, installing, configuring, upgrading and maintaining hardware and software and troubleshooting in a networked environment. * Experience of working in a busy IT support environment and providing desktop and network support | * Established knowledge of ICT initiatives and developments in the education sector * Experience of working in accordance with contracts or service level agreements. * Experience of supervising the activities of technical support staff * Experience of line managing individuals and teams * Successful experience in supporting multiple sites * Evidence of continued commitment to personal professional development * Evidence of being able to write a comprehensive report on an incident, event or service performance. * ITIL Foundation * MCSE MCSA MCTS MCP CCNA |
| **Knowledge/Skills** | * Full working knowledge and understanding of the range of relevant policies / codes of practice and awareness of relevant legislation, including those relating to compliance with the Data Protection legislation and best practice * Expert IT user * Able to apply an innovative approach to problem solving across a range of hardware, software and systems * Able to document systems and procedures * Able to keep up to date with technological changes and provide advice about improvements that would benefit the Trust * Able to undertake short-term planning, e.g. managing own workload, overseeing the work of others, ensuring deadlines are met * Developed organisational skills, managing time well in order to meet competing priorities * Able to demonstrate effective decision making skills * Able to work as part of a team. * Able to effectively work under pressure. * Knowledge of Microsoft:  1. Windows Server 2. Group Policy 3. Office 365 4. Hyper-V 5. Windows 7 6. SCCM  * Able to support cloud based services and a wide range of educational software * A good working knowledge of Networking, Routers, Firewalls Switches, VLAN’s, WANs and Wireless Technologies. * A good working knowledge of backup technologies. * Experience of using a MDM solution | * Knowledge of budget planning |
| **Communication** | * Able to relate well to children and adults, with excellent interpersonal skills * Able to communicate effectively in oral and written forms. * Advanced interpersonal skills with the ability to motivate others and to provide excellent customer service to service users. |  |
| **Special requirements** | * Willingness to provide a full Disclosure and Barring Service disclosure * Suitable to work with children and young people * Able to work flexibly to meet the demands of the post * A willingness to work across the Trust, including the ability to drive and have the use of own transport |  |
| **Equal Opportunities** | * A commitment to equal opportunities. * Able to identify when discrimination is taking place in service delivery or the workplace and able to take appropriate action where this is identified | * Good understanding of corporate equality standards and diversity issues and impact in immediate work and service area. |