Person Specification

Post: Second Line IT Support Desk Analyst

Attributes	Essential	Desirable	How identified
Qualifications	• University degree in computing / MSCA / CCNA • Full UK driving licence and access to own vehicle	• CISSP, ITIL Intermediate Certification • Member of BCI or BCS • SOPHOS UTM certified	• Application • Certification
Experience	• Values driven • Five years or more working in an IT support role • Support of IT infrastructure and applications in an end user computing environment, including management of server and networking systems • Working in a demanding environment with a high degree of first time fixes • Management of numerous competing priorities and effective delegation to achieve the end goal and meet expectations • Management of financial standards, procurement and commercial negotiations, and dealing with suppliers both through formal procurement and strategic partnerships	• Working in an inner-city area of high deprivation • Working within the public sector, specifically within an educational environment at any level • SOPHOS UTM	• Application • Interview • References
Knowledge and skills	• Microsoft Office, especially Outlook, Excel and Word • Microsoft systems, corporate PBXs and HP Pro Curve Networking • Cyber essential framework and data / information management • Strong knowledge of ITIL best practice • Confident, clear and differentiated written / verbal communication to stakeholders at all levels • Effective internal / external relationships with stakeholders and customers at all levels • Commitment to safeguarding	• Understanding of what makes a Dixons academy different and successful • SQL services • Virtual machine management	• Application • Interview • References
Character	• Strong moral purpose and drive for improvement • Mission-aligned • Humble and kind • Motivated, enthusiastic and flexible • Excellent interpersonal skills • Good sense of humour • Desire to develop yourself • Ability to receive and act on feedback • Strong attention to detail • Ability to work under pressure • Commitment to the full life of the Trust		• Application • Interview • References