Person specification

Job title: ICT Service Desk Support Technician

Attribute	Essential	Desirable	How Identified
Qualifications/ Training	• Good standard of education; i.e. 5 GCSEs or equivalent, including English & Maths • Demonstrate excellent computer literacy skills • Comprehensive knowledge and experience of business application software including the use of Microsoft Office (Word, PowerPoint, Excel and Outlook) Office 365 and contact databases	• Microsoft Certification for clients • ITIL service desk qualification	Application Form
Specialist Skills /Aptitudes	• Demonstrate excellent customer service skills • Excellent people skills and have a confident and pleasant manner • Ability to communicate persuasively at all levels of the organisation • The ability to work both within a team, independently and to manage own time effectively • Experience in a technical environment • Strong knowledge of Network & Application software • TCP/IP principles • Experience/understanding of MS Windows server 2008 and up • Experience with MS Win 8 up	• Prior experience working within the education sector • Experience with SIMS and FMS • Sound knowledge of Government legislation in education	Application Form Interview

	• HTTP/FTP • HyperV and general virtualisation concepts • SMTP/Pop • Database administration Microsoft SQL • MS Exchange • Active directory and group policy		
Disposition/ Attitudes	• Professional, friendly and approachable manner • Commitment to personal development • Ability to build and sustain relationships • Resilient and adaptable to changing situations and circumstances • Flexibility • Able to demonstrate excellent interpersonal skills • Adaptable • Diligent and rigorous in approach to work • Supportive of team members • Transparent in approach • Ability to be discrete and confidential	• Interest in business development and sales opportunities • Ability to build and sustain client relationships	Interview
Working Arrangements	• Flexible in approach to work time and arrangements • Willingness to travel when required	• Willingness to work outside office hours as required	Application Form
Other Criteria	• Willingness to undertake a DBS check		Application Form