

Person specification

Job title: SBS Online Servicedesk Assistant

<u>Attribute</u>	<u>Essential</u>	<u>Desirable</u>	<u>How Identified</u>
Previous Experience	<ul style="list-style-type: none"> Strong IT skills e.g. Microsoft Office (Excel and Word) Customer service experience 	<ul style="list-style-type: none"> Previous experience using SBS Online Prior experience working within the education or local government sector 	A/I
Qualifications/ Training	<ul style="list-style-type: none"> Good standard of education; Minimum. 5 GCSEs or equivalent, including English & Maths 	<ul style="list-style-type: none"> Degree or equivalent 	A/I
Specialist Skills /Aptitudes	<ul style="list-style-type: none"> The ability to work within a team and manage own time effectively Demonstrate excellent customer service abilities and skills Ability to use a range of communication methods, both written and verbal, and an ability to communicate at all levels of the organisation Excellent people skills and in particular a confident and pleasant manner Well organised and have the ability to multi task and prioritise workload Excellent attention to detail A good problem solver 	<ul style="list-style-type: none"> An ability to train others (as a group and one to one) and also to lead and facilitate learning Knowledge of Servicedesk tools 	A/I
Disposition/ Attitudes	<ul style="list-style-type: none"> Professional, friendly and approachable manner Self-motivated and enthusiastic Commitment to personal and professional development Resilient and adaptable to changing situations and circumstances Analytical with an adaptable mind-set 	<ul style="list-style-type: none"> Ability to build and sustain relationships 	A/I

Working Arrangements	<ul style="list-style-type: none">• Flexible in approach to work time and arrangements• Willingness to attend school sites, if required• Willingness to work outside office hours as required	A
Other Criteria	<ul style="list-style-type: none">• Willingness to undertake a DBS check	A
