

## Person specification

**Job title:** Senior MIS Service Desk Consultant

<u>Attribute</u>	<u>Essential</u>	<u>Desirable</u>	<u>How Identified</u>
Qualifications/ Training	<ul style="list-style-type: none"> <li>• Good standard of education; i.e. 5 GCSEs or equivalent, including English &amp; Maths</li> <li>• Demonstrate excellent computer literacy/skills</li> <li>• Comprehensive knowledge and experience of business application software including the use of Microsoft Office (Word, PowerPoint, Excel and Outlook) and contact databases</li> </ul>	<ul style="list-style-type: none"> <li>• Have attended SIMS training on a wide range of modules including Core, Personnel, Nova and Course Manager</li> <li>• Recognised Customer Care/Service qualification</li> </ul>	Application form
Specialist Skills/ Experience/ Aptitudes	<ul style="list-style-type: none"> <li>• Detailed knowledge of the full SIMS suite of software including Secondary-specific modules e.g. Cover and Course Manager</li> <li>• Detailed knowledge of using SOLUS3 to deploy and monitor the status of upgrades and patches</li> <li>• In-depth knowledge of statutory reporting responsibilities of schools e.g. Census, School Workforce Census, Key Stage returns</li> <li>• Ability to problem solve and analyse customer issues</li> <li>• Excellent communication skills including the ability to build</li> <li>• The ability to work both within a team, independently and to manage own time effectively</li> </ul>	<ul style="list-style-type: none"> <li>• Prior experience of supporting SIMS</li> <li>• Experience of supporting FMS</li> <li>• Experience of working in a school office environment</li> </ul>	Application form Supplemented by Interview

- Flexible and adaptable, with the willingness and ability to work under pressure and out of normal business hours
- Ability to demonstrate excellent written communication skills
- An understanding of service level agreements
- Ability to communicate at all levels of the organisation

Disposition/ Attitudes	<ul style="list-style-type: none"> <li>• Drive, energy and commitment to deliver on demanding targets</li> <li>• Strong interpersonal skills, professional, friendly and approachable manner</li> <li>• Confident at problem solving and decision making</li> <li>• Excellent organisational and administrative skills</li> <li>• Proactive, flexible approach with a professional attitude</li> <li>• Attention to detail. Accurate and able to work to deadlines</li> <li>• Diplomatic and sensitive in dealing with enquiries</li> <li>• Positive, 'can do' attitude</li> <li>• Commitment to professional development</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to build and sustain client relationships</li> <li>• Interest in business development and sales opportunities</li> </ul>	Interview
Flexibility	<ul style="list-style-type: none"> <li>• Flexible in approach to work time and arrangements</li> </ul>		Application form
Other Criteria	<ul style="list-style-type: none"> <li>• Willingness to undertake Disclosure &amp; Barring Service (DBS) checks (previously CRB check)</li> </ul>		