

Person specification

Job title: Service Desk Support Assistant

<u>Attribute</u>	<u>Essential</u>	<u>Desirable</u>	<u>How Identified</u>
Previous Experience	<ul style="list-style-type: none"> Fully computer literate with good knowledge in Microsoft Office Excel and working knowledge in Word and PowerPoint. 	<ul style="list-style-type: none"> Customer service / customer facing experience. 	A/I
Qualifications/ Training	<ul style="list-style-type: none"> Good standard of education; i.e. 5 GCSEs or equivalent, including English & Maths (Grade C or above). 	<ul style="list-style-type: none"> Degree in Computer Science, Engineering, Business or equivalent. 	A
Specialist Skills /Aptitudes	<ul style="list-style-type: none"> Strong problem-solving skills and willingness to roll up one's sleeves to get the job. Excellent written and verbal communication skills. Strong time management skills. Excellent attention to detail. 	<ul style="list-style-type: none"> Skilled at working effectively with cross functional teams. 	A/I

Disposition/ Attitudes	<ul style="list-style-type: none"> Professional, friendly and approachable manner. Commitment to personal development. Ability to build and sustain relationships. Resilient and adaptable to changing situations and circumstances. Excellent interpersonal skills. Adaptable to varying challenging situations. Diligent and rigorous in approach to work. Supportive of Team members. Transparent in approach. Ability to be discrete and confidential. Energetic, quick to act on issues. Well organised and ability to multi-task. Self-motivated and enthusiastic An analytical and adaptable mind-set. 	<ul style="list-style-type: none"> A sense of humour. 	I
Working Arrangements (Willingness to)	<ul style="list-style-type: none"> Attend school sites to carry out visits if required. Attend exhibitions to offer expertise and assistance. 	<ul style="list-style-type: none"> Willingness to work outside office hours as required. Willingness to work remotely if required. 	A
Other Criteria	<ul style="list-style-type: none"> Willingness to undertake a DBS check. 		A