

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

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