

Person Specification

JOB TITLE: ICT Support Officer
GRADE: 8
HOURS 37
DIVISION: Resource
DATE: May 2019

POST NO: NEW
DEPARTMENT: Resources
DIRECTOR: Pete Carpenter
COMPLETED BY: Aziz Zuberi

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
KNOWLEDGE	<ul style="list-style-type: none"> • Practical technical knowledge of ICT and the importance of ICT in an organisation (A / I) • Knowledge of IT systems and database configuration (AI) 	<ul style="list-style-type: none"> • Knowledge of system configuration (AI)
SKILLS & ABILITIES	<ul style="list-style-type: none"> • Customer focused (AI) • Skilled in Microsoft applications (AI) • Skilled in data interrogation, analysis and resolution of system data issues (AI) • Excellent communication and presentation skills, written and verbal (AI) • Ability to self-manage and work autonomously, as well as part of a team (AI) • Ability to work under pressure and respond to changing priorities (AI) • Able to establish and maintain effective working relationships with colleagues & other organisations (AI) • Ability to demonstrate influencing & negotiating skills (AI) • Able to demonstrate initiative and be pro-active (AI) • Adherence to departmental guidelines and a regard for governance (AI) 	
EXPERIENCE	<ul style="list-style-type: none"> • Experience in operating an IT helpdesk (AI) • Experience of managing elements of a project (AI) • Experience of tracking project development and maintaining project documentation (AI) • Experience in managing data migration aspects of IT projects (AI) 	<ul style="list-style-type: none"> • Experience of system administration (AI)
QUALIFICATIONS	<ul style="list-style-type: none"> • A' level-standard plus extensive experience in related area (AI) 	<ul style="list-style-type: none"> • Degree educated
PERSONAL CIRCUMSTANCES	<ul style="list-style-type: none"> • Ability to travel to other sites and offices • Be able and prepared to learn and develop new skills 	
EQUALITY	Candidates must demonstrate understanding of, acceptance and commitment to the principles underlying equal opportunities. (AI)	
CUSTOMER CARE	Knowledge and understanding of effective customer care (AI)	

[At the end of each criteria the following codes are used to indicate how the criteria will be assessed: (AI) Application / Interview, (P) Presentation, (W) Written Test.]