

Person Specification

Essential

Punctual and reliable.

Understanding of IT concepts and practices, current technologies and their trends.

Good knowledge of laptop builds and imaging.

Good knowledge of laptop, desktop and other related hardware repair.

Good fault diagnosis skills.

Good knowledge of supporting/implementing Microsoft operating systems.

Able to work with customers, technical colleagues, technical experts and project managers.

Good interpersonal skills and experience of client/user contact in a wide variety of situations.

Excellent verbal and written communication skills, with both technical and user communities

Careful attention to detail and ability to thoroughly check work for accuracy and quality standards.

Able to analyse issues and quickly identify solutions based on information available, within predefined policy and operational frameworks.

Equal opportunities Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.

Holds a current UK driving licence, has a vehicle and the ability to travel independently. ability to travel independently.

Desirable

Software deployment to user devices using Autopilot.

Application packaging experience.