

PERSON SPECIFICATION

Senior IT Technician

| | Essential: | Desirable: | Measured by: |
|-----------------------|---|---|---------------------|
| Qualifications | <p>Microsoft Qualifications or HND/Degree level qualification in computing or Equivalent level of skill gained from at least 3-4 years' experience in an IT role</p> | <p>5+ years' experience in an IT role</p> | <p>CV</p> |
| Experience | <p>Significant experience of working in a helpdesk or other relevant IT role e.g. IT project management.</p> <p>Experience providing support for Windows and Microsoft 365.</p> <p>Good understanding of computer networking.</p> <p>Experience of delivering projects that involve either complex IT issues; or supervising teams with shared accountability for project deliverables.</p> | <p>Extensive experience in working with Microsoft 365</p> <p>Mac</p> <p>Powershell</p> <p>Experience with Unifi, Draytek and Netgear networking equipment.</p> <p>Experience with Microsoft Azure Virtual Desktop, IaaS.</p> <p>Experience of supervising or managing other people in a professional setting.</p> | <p>CV</p> |

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| Skills | <p>Excellent communication skills both verbally and in writing.</p> <p>Excellent interpersonal and relationship building skills.</p> <p>The ability to get along well with co-workers and customers.</p> <p>The ability to use empathy whilst holding people accountable/setting boundaries.</p> <p>Good problem solving skills and the ability to work under pressure.</p> | Highly developed people management skills. | CV and interview |
| Aptitudes | <p>The ability to quickly build relationships with people.</p> <p>Ability to concentrate for long periods of time.</p> <p>The ability to express ideas in clear, understandable terms and communicate effectively with co-workers and customers.</p> | The ability to build rapport quickly and be a positive influence on people. | CV and interview |
| Attitude & values | <p>Takes personal responsibility for:</p> <ul style="list-style-type: none"> • Being reliable • Being organised • Professional appearance • Being positive • Being productive • Solving problems | | CV and interview |

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| | <ul style="list-style-type: none"> • Being helpful • Accepting feedback • Being resourceful • Being accountable • Professional development • Developing interpersonal skills | | |
| Travel | | A car driver with ability to drive to clients sites (or make alternative transport arrangements) | Interview |
| On-call rota | | Ability to Participate proportionately in the on-call rota during, evenings, weekends and public holidays. | Interview |

Date Jan 2024