

Qualifications Measured By: CV and pre interview telephone/Teams assessment
Essential:

- BTEC/NVQ Level 3 Computing or Willingness/working towards Microsoft Qualifications

Desirable:

- Microsoft Qualifications

Experience Measured By: CV and pre interview telephone/Teams assessment

Essential:

- Experience of working in a helpdesk role.
- Experience providing support for Windows and Microsoft 365.
- Good understanding of computer networking.
- Good communication skills (phone and email).
- Clear and easily understandable telephone speaking voice.
- Resourceful and able to work independently.

Desirable:

- Extensive experience in working with Microsoft 365
- Experience with Unifi, Draytek and Netgear networking equipment.
- Experience with Microsoft Azure Virtual Desktop, IaaS.
- Mac
- Powershell
- Any experience in a customer service setting.

Skills: Measured By: CV and interview

Essential:

- Good face to face communication and interpersonal skills.
- The ability to get along well with co-workers and customers.
- Good written communication skills.
- Good problem solving skills.
- Excellent team working skills and prepared to be flexible.
- Ability to anticipate what needs doing and act on own initiative without being told.

Desirable:

- Supervisory skills.

Aptitudes: Measured By: CV and interview

Essential:

- The ability to think logically and analytically.
- Enjoys taking a methodical approach and is able to concentrate for long periods of time.
- The ability to express ideas in clear, understandable terms.

Desirable:

- The ability to work under pressure.
- The ability to quickly build relationships with people.

Attitude & values: Measured By: CV and interview

Essential:

Takes personal responsibility for:

- Being reliable
 - Being organised
 - Professional appearance
 - Being positive
 - Being productive
 - Solving problems
 - Being helpful
 - Accepting feedback
 - Being resourceful
 - Being accountable
 - Professional development
 - Developing interpersonal skills
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- Genuine interest in the company and desire to support people with technical challenges via helpdesk support

Travel: Measured By: Application form

Essential:

- Within an easy commute to Burnley

Desirable:

- A car driver with ability to drive to clients sites (or make alternative transport arrangements)