

	Person Specification
Job Title	IT 1.5 Line Technician

Qualifications		✓
Desirable		
1. Formal Microsoft qualification or qualified through experience		A
Key skills		
Essential		
1. Level of literacy at a standard to be able to follow written instructions and basic calculations		I
2. Empathy with learners and citizens and skills / attitude to empower and inspire them to meet their potential		I
3. Interpersonal and communication skills (written and in person) to liaise with customers, suppliers and staff at all levels on a range of ICT issues		I
4. Independence of action to ensure tasks are completed safe and effectively		I
5. A demonstratable background in networking and Windows active directory based systems including file, print, SQL, Office 365 and other technologies		I
Experience		
Essential		
1. Demonstratable experience working in a supporting role		A/I
2. Pragmatic problem solving		A/I
3. Ability to be able to support the business for critical out of hours issues		I
4. Experience of working with confidential information		I
Desirable		
1. Education or third sector experience		A
2. Mobile device experience and use of “Bring your own device” technologies		A/I
3. Daily usage of ICT helpdesk systems		A/I
Knowledge		
Essential		
1. Customer service skills		A/I
2. Office 365 Administration and support knowledge		A/I
3. Windows Active directory		
Desirable		
1. GDPR and IT security		I
2. Previous experience of Sharepoint development and PowerApps		I
3. Safeguarding and Prevent knowledge and application to IT role		I
4. Networking and wireless networking		I
Other personal requirements		
Essential		
1. Full UK driving licence and access to a vehicle		I
2. A respectful and inclusive attitude to service users and colleagues		I
3. Approachable and helpful		I
4. Able to effectively manage a varied and sizeable workload Interest in continuing professional development		

✓ **How we intend to assess your match with our person specification**

A Application Form

C Assessment Centre

I Interview