**PERSON SPECIFICATION**

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| **This form must accompany the Job Description to which it refers.** | |
| **Job Title** | IM&T Senior Technician |
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| **Band/Grade** | Band 6 |

| **ATTRIBUTES** | **ESSENTIAL** | **DESIRABLE** |
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| **Education and Professional Qualifications** | * Proven work experience & support knowledge of O365, Sharepoint, Azure AD and AD * Awareness of Corporate IT Infrastructure Services * HND Level or equivalent * Experience of Knowledge Management * Experience of developing or ensuring adherence to ITIL compliant processes and procedures * Experience of acting as a point of escalation * Proven report writing experience | * ITIL Foundation / Practitioner Level * SDI Service Desk Analyst qualified * Knowledge and appreciation of the business requirements of NSS and NHS. * Initiative to contribute to Continual Service Improvement * Avaya telephony experience * Knowledge of information governance principles * Reporting or Dashboard creation within ServiceNow |
| **Personal Competencies** | * Positive attitude with a strong desire to meet customer requirements. * Good team worker, confident and able to communicate to all levels of personnel * Self-motivated * Problem solving & troubleshooting skills in corporate IT environments * Ability to work at pace * Ability to work alone * Interpersonal Objectivity * Developing Others | * Enthusiastic * Friendly outgoing disposition * Good sense of humour * Emotional intelligence * Team Leadership |
| **Specific Skills and Knowledge** | * Service Desk & ITIL experience as second line or above * Can assess, triage and assign appropriate priorities to tickets * Ability to reassign work priorities to meet deadlines in a changing environment * Good judgement, knowing when to escalate * Good organisational capabilities * Ability to provide analysis and coaching within a Service Desk environment * Has experience of being a Major Incident Manager | * Time management * IT procurement experience |