**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
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| **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
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| **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
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