PERSON SPECIFICATION
IT & Facilities Support Officer

ESSENTIAL CRITERIA		
Experience		
1.	Paid or unpaid experience in providing first and second line technical computer support for users and/or network support/administration.	Application & Interview
2.	Sound knowledge of PC hardware and peripherals, operating systems and G-Suite.	Application & Interview
3.	Broad understanding of Health and Safety legislation requirements and the ability to monitor and maintain compliance.	Application & Interview
4.	Experience of working at height and manual handling or demonstrate a willingness to be trained.	Application
Skills & Abilities		
5.	Proven ability to diagnose technical problems and recommend solutions as well as knowledge of diagnostic tools and troubleshooting techniques.	Application & Test
6.	Understanding of premises management and ability to take a proactive approach in dealing with premises and maintenance issues.	Application & Test
7.	Ability to identify pragmatic solutions and make key decisions using own initiative.	Application & Test
General		
8.	Understanding of and commitment to working within positive workplace values and behaviours.	Application & Interview
9.	Demonstrate a commitment to personal development and learning new skills and abilities.	Application
10.	An understanding of and commitment to the Aims, Principles and equality policies of the service.	Application & Interview
DESIRABLE CRITERIA		
D1	Basic Health and Safety qualification	Application
D2	First Aid at Work qualification	Application
D3	Understanding of Windows Server administration	Application