

PERSON SPECIFICATION

POST: ICT OFFICER

	ESSENTIAL	DESIRABLE
Qualifications	Good standard of basic education, including GCSE A-C English and Mathematics	IT/Computing qualification, ie 'A' Level, MCP or MCSE
Experience and Knowledge	<p>Proven experience in the following:</p> <ul style="list-style-type: none"> • Good knowledge of computer networks, Windows Operating Systems and Macs • Sound knowledge of Microsoft Office and Microsoft Office 365 for business use • Experience of troubleshooting PC, network and printer problems • Experience of installing and configuring PC, server and printer hardware • Experience of remote working methods such as VPN and RDP 	<ul style="list-style-type: none"> • Previous experience of working in an IT support role • Knowledge of General Data Protection Regulations • Knowledge of databases • Experience of installing and configuring Microsoft Office software and administrating Microsoft Office 365 and SharePoint Online • Working knowledge of Microsoft Windows 2008 R2, Server 2016 and Microsoft Exchange 2016 • Experience in cloud based VOIP phone systems • Experience in Sage Accounting and Sage Payroll
Skills	<ul style="list-style-type: none"> • Excellent communication skills • Good problem-solving skills • Good technical skills • An ability to deal with a variable workload • An ability to deal with administrative paperwork • An ability to train staff in basic IT skill • Able to work well as part of a team and independently 	
Personal/Attitude	<ul style="list-style-type: none"> • Professional • Flexible • A cheerful and helpful attitude when dealing with users • An aptitude to welcome new ICT developments • Calm under pressure • Own transport as travel will be necessary • Able to prioritise workload 	