 OADBY AND WIGSTON BOROUGH COUNCIL

Person Specification

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| **Job Title:**  2nd Line Support Engineer | **Team:**  IT | **Salary Band:**  Band 6 - £29,269 to £32,076 | **Car Allowance level:**  N/A | **Employment Status:**  Permanent | **Hours per week:**  37.5 Hours |

| **Criteria** | **Essential** | **Method of Assessment** | **Desirable** | **Method of Assessment** |
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| **Qualifications and Professional or Vocational qualifications** | * Experience is more critical in this role. * Certification of knowledge and qualifications of IT Network/Systems/ETC | App, E – see key below | * Working towards or attained Microsoft certifications such as A+ Essentials / MCSE etc | App, E |
| **Relevant experience and knowledge** | * Previous experience, 1st line or higher support background within an organisation or business. * Knowledge of helpdesk and ticketing systems. * Professional manner and telephone etiquette. * Moderate to strong knowledge of networking and infrastructure. * Strong knowledge of computer hardware both in peripherals and inner system components. * Strong knowledge of Windows OS within the business space. (Win 10/11) * Light to moderate knowledge of Servers and Server OS. * Active directory exposure. * Exposure to VMware / Virtualization * Moderate to strong knowledge of the Microsoft office suite and 365 products. * Light to moderate knowledge of IP telecoms and phone systems. * Exposure and understanding of Microsoft & Intune in line with other services. | All App, I | * Experience working in Local Government or Public Sector employer * Experience of working with electronic document management systems * Be security minded and have light to moderate knowledge of IT security best practise. * Knowledge of and supporting of Citrix. * Knowledge of Linux/Mac OS and other OS variants. * Knowledge of mobile phones and other portable devices such as tablets. * Time spent outside of the workplace where you have worked on something IT related in some form. | All App, I |
| **Skills and Abilities** | * Good communication skills * Numerate * Able to organise and prioritise workloads to meet targets and deadlines * Highly accurate approach to work and strong attention to detail * Able to input and extract information from databases. | All App, I |  |  |
| **Attitude and Motivation** | * Tactful, professional and calm attitude * Well-organised, enthusiastic, self-reliant and able to work on own initiative to meet deadlines * Flexible approach to work in order to further develop skills * Hard working with a ‘can do’ attitude * Confident in taking responsibility and seeing tasks through to completion * Acts with honesty, fairness and equality at all times * Must be hungry for more, with the want to achieve, develop and progress * Innovative and keen to explore new ways of working * Ability to use own initiative and ideas to solve problems within council policy and guidelines. * Strong customer services, being customer focused at all times * Good team player, committed to sharing information, skills and experience | App, I |  |  |
| **Other** | * Personable and passionate about IT and their chosen field within it as a whole. * Must have strong collaborative and team ethic to contribute meaningfully to the team. * A desire to learn new standards, polices, software’s and technologies. * To demonstrate and promote the Council’s Vision and Values | App, I |  |  |

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| **Assessment Key:** | E = Evidence | App = Application Form | Int = Interview | T = Test/Assessment |