 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 |