

PERSON SPECIFICATION

IT Support Specialist

ATTRIBUTES	ESSENTIAL	DESIRABLE
Education and qualifications	<ul style="list-style-type: none"> Educated to HNC level (SCQF Level 7) or equivalent in an IT related discipline or have two plus years of relevant experience. 	<ul style="list-style-type: none"> Educated to HND level (SCQF Level 8). ITIL Foundation certificate.
Experience and knowledge	<ul style="list-style-type: none"> Experience of working in a customer focused IT Service desk. Knowledge of Office productivity tools, such as O365, Dynamics 365 and bespoke line of business applications. Experience supporting windows servers and a knowledge of cloud infrastructure. 	<ul style="list-style-type: none"> Experience of producing customer facing technical documentation and knowledge base articles. Use of Agile methodologies (Scrum/Kanban). Office 365 Administration, D365, Power BI, Teams, SharePoint, Cloud technologies etc. VOIP telephony systems, Windows server, System Centre Configuration Manager.
Skills and abilities	<ul style="list-style-type: none"> Excellent verbal communication skills. Experience of supporting Microsoft Active Directory, Microsoft Windows 10, Microsoft Office 365. Troubleshooting and resolving complicated technical issues. Act as an escalation point for technical issues. 	<ul style="list-style-type: none"> Excellent presentation skills. Experience of supporting SQL Databases. Software development Lifecycle (SDLC) experience. Knowledge of trends and changes in IT.

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Personal qualities and attitudes	<ul style="list-style-type: none"> Committed to delivering excellent customer service. Take ownership of tasks and drive them to completion. Work collaboratively with other team members to achieve goals. Accountable for identifying and addressing areas of development for self and the team. Listen, consult others and communicate effectively. 	
Key performance outcomes	<ul style="list-style-type: none"> Work on highest priority tasks to meet objectives. Confident as an escalation point for team. Portray a positive image of SSSC. Use active listening, question appropriately, check understanding and confirm next steps. Prepared to work in a trusting, transparent, supportive and collaborative team environment. Remain tolerant and fair towards others, values diversity and is non-discriminatory in their actions. Value and make use of the skills, knowledge and experience of others. Work cooperatively and supportively with others sharing knowledge and experience where appropriate. 	<ul style="list-style-type: none"> Continuous improvement.
Effective communication	<ul style="list-style-type: none"> Able to express ideas clearly and concisely and to adapt communication to suit different audiences. Able to form constructive working relationships with colleagues across the organisation. Comfortable and confident communicating on a one-to-one basis as well as to a wider audience. 	