

Sheffield City Trust

Person Specification



Job Title: IT Support Technician

Selection Criteria:

| CRITERIA | STANDARD | ESSENTIAL/ DESIRABLE | MEASURED BY |
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| Work Experience | | | |
| Minimum of two years in a similar role. | Good experience of supporting a varied customer-base. | Essential | Work history in the applicants CV |
| Full UK Drivers licence | Licenced to and have the ability to drive a vehicle within the requirements of the law. Travel to any site operated by the Company is an essential part of providing a support service to the business. | Essential | Specifically identified in applicants CV or covering letter. |
| UK based applicant | Must be authorised to live and work in UK until at least 31 December 2024. Not able to sponsor non-UK applicants. | Essential | Application details |
| Knowledge | | | |
| Microsoft Windows desktop operating systems | Good understanding of Windows operating systems, specifically Windows 10. | Essential | Evidence documented in work history and/or specific examples of skills, knowledge or certifications/qualifications. |
| Microsoft Windows Server operating systems | Good understanding of Windows Server operating systems. | Desirable | Evidence documented in work history and/or specific examples of skills, knowledge or certifications/qualifications. |

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| Office365/Microsoft365 | Good working knowledge of all applications contained within the Microsoft Office365 suite in order to effectively support customers & IT service users. | Essential | Evidence documented in work history and/or specific examples of skills, knowledge or certifications/qualifications. |
| Microsoft Teams and SharePoint | Good working knowledge in order to effectively support customers & IT service users. | Essential | Evidence documented in work history and/or specific examples of skills, knowledge or certifications/qualifications. |
| Microsoft Active Directory | Good understanding of AD structures and policies. | Essential | Evidence documented in work history and/or specific examples of skills, knowledge or certifications/qualifications. |
| Azure Active Directory | Good understanding of AAD structures and policies, including the integration with on-premise AD. | Essential | Evidence documented in work history and/or specific examples of skills, knowledge or certifications/qualifications. |
| Microsoft Exchange Server (minimum version 2016) | Good understanding of mailbox management, including mail routing troubleshooting, and the hybrid integration O365. | Essential | Evidence documented in work history and/or specific examples of skills, knowledge or certifications/qualifications. |
| IP-based networking | Good understanding of IP-based networking, IP addressing structures & subnets. | Essential | Evidence documented in work history and/or specific examples of skills, knowledge or certifications/qualifications. |
| Android OS | Good working knowledge of Android-based smartphones. | Essential | Evidence documented in work history and/or specific examples of skills, knowledge or certifications/qualifications. |
| Apple iOS & iPadOS | Good working knowledge of Apple devices. | Essential | Evidence documented in work history and/or specific examples of skills, knowledge or certifications/qualifications. |
| IP Telephony | Good understanding of IP telephony and how it integrates with internal IP networks. | Desirable | Evidence documented in work history and/or specific examples of skills, knowledge or certifications/qualifications. |
| CAT5e & CAT6 structured cabling. | Good hands-on experience with network patching, RJ45 termination points | Essential | Evidence documented in work history and/or specific examples of skills, |

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| | (sockets), and wiring RJ45 plugs. | | knowledge or certifications/qualifications. |
| Skills | | | |
| Verbal communication | Excellent communication face-to-face and via telephone. Ability to explain clearly and concisely, without use of technical jargon that the customer or service user may not understand. | Essential | Interview |
| Written communication | Clear and concise communication (via email or chat channels.) Ability to provide relevant, courteous information to respond to queries from customers and/or service users | Essential | Overall quality of CV and/or application covering letter. Concise and to-the-point without over embellishing. To be followed up with an overall assessment/judgement as part of the interview process. |
| Customer service | Ability to provide a high-quality service to customers and service users, (interaction, demeanour, manner). | Essential | Interview |
| Triage/troubleshoot | Methodical step-by-step walkthrough of common causes of known issues. Ability to apply common sense to new issues reported with a sensible approach to discovering potential causes, and application of a suitable workaround or fix. This will also involve the use of remote support tools to access remote users' desktops when required. | Essential | Description of processes to troubleshoot issues. Explanation of methods to triage issue reported by service users. |
| Documentation | Ability to create technical documentation as part of overall systems implementation and ongoing support. | Essential | Evidence with application of systems documentation and user self-help guides. |

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| | Ability to produce clear user-guides and FAQ's to improve opportunities for service user's self-help, (to reduce the number of incidents being reported.) | | |
| Work to priorities and deadlines | Ability to use an IT Service Management system (or "helpdesk" software). To pick up requests to resolve incidents and process requests for changes. | Essential | Evidence within application of the use of IT Service Management systems (also referred to as "helpdesk" or "incident management" systems). |