PERSON SPECIFICATION

ICT Officer

*This person specification is intended to ensure that recruitment is as fair and objective as possible, thereby reducing the possibility of direct and indirect discrimination in recruitment and selection.*

*To assist us in the process, please ensure that your completed application form demonstrates your ability in meeting these attributes.*

| **CRITERION** | **Essential**  **(must have)** | | **Desirable**  **(good to have)** | |
| --- | --- | --- | --- | --- |
| **QUALIFICATIONS and TRAINING** | | | | |
| * Degree level qualification in a technical, analytical or business discipline * Microsoft Certified Systems Administrator * Evidence of further professional development | ✓  ✓ | | ✓ | |
| **EXPERIENCE (PAID and/or UNPAID)** | | | | |
| * Track record (typically 3 years+) of working effectively in an ICT support/systems administration role with a diverse range of hardware and software * Experience of Virtualised Networks including VMWare * Experience of administration of housing management / finance systems * Experience of SQL server reporting applications including SSRS * Project Management experience of installation of ICT systems * Experience of mobile working solutions including app. Development | ✓  ✓  ✓ | | ✓  ✓  ✓ | |
| **SKILLS and ABILITIES** | | | | |
| Can prioritise and organise workloadExcellent written communication skills with the ability to produce reports, written correspondence and presentations to a high standardCan decisively handle support issues to minimise downtime and disruption for ICT usersAbility to diagnose hardware faults and replace faulty componentsAn analytical and innovative approach to problem solving with the ability to respond appropriately to a variety of situations  * Ability to plan, execute and review IT changes (upgrades, new deployments, migrations, etc) in accordance with change management procedures * Capable of handling support calls with external providers through to successful outcomes * Able to communicate effectively with people at all levels in an organisation (assessed at interview) * Policy formulation and implementation skills | ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓ | | ✓ | |
| **KNOWLEDGE** | | | | |
| * Thorough knowledge of Microsoft client technologies (Windows, Office, etc.) * Thorough knowledge of IT security strategies (Network Firewalls) * Working knowledge of Aareon QL housing management and financial systems * Working knowledge of key Windows server roles including Active Directory, Remote Desktop Services * Knowledge of VMWare * Proven knowledge of SQL and SSRS to create reports for end users * Working knowledge of mobile working solutions and development | | ✓  ✓  ✓ | | ✓  ✓  ✓  ✓ |
| **VALUES and ATTITUDES** | | | | |
| Motivated, enthusiastic and self-starting with a commitment and drive for organisational improvementIs committed to ensuring high standards, efficiency and good service to all tenantsHas a positive and ‘can-do’ attitudeIs committed to values of openness, accessibility, honesty, integrity, respect for customers, colleagues, Board members, responsiveness to customers and local needsConfident in own skills and abilities and able to work as part of a team and on own initiativeUnderstands and is committed to equal opportunities | | ✓  ✓  ✓  ✓  ✓  ✓ |  | |
| **OTHER REQUIREMENTS** | | | | |
| Flexible approach to work, ensuring systems are available during office hoursFriendly and supportive approach when dealing with othersCan work in an open plan office with limited personal, private space | | ✓  ✓  ✓ |  | |