



## Person Specification

This form lists the essential and desirable requirements needed in order to do the job.

Applicants will be shortlisted **solely** on the extent to which they meet these requirements.

**Job title: Support Officer (Teaching Side Support)**

**Department/Division:** Data & Technology Services **Accountable to:** Teaching Side Support Manager

Competency	Criteria	E/D
<b>Communication</b>	<ul style="list-style-type: none"> <li>Confidently handle challenging conversations or situations and can support others in the process</li> <li>Listen to, understand, respect and accept the value of different views, ideas and ways of working</li> <li>Excellent communication skills with a good command of the English language both orally and in writing.</li> <li>Excellent face to face and telephone manner and able to support and empathise with users of the service</li> <li>Act in a fair and respectful way in dealing with others including active listening to people's concerns and issues</li> <li>Able to communicate technical information in a non-complex manner and provide user training in person and over the phone</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
<b>Teamwork and Motivation</b>	<ul style="list-style-type: none"> <li>Understands purpose of role and how that contributes to the work of the team</li> <li>High degree of enthusiasm for delivering the work of the department</li> <li>Calm under pressure and able to ask for support when needed</li> <li>Actively engages in self-learning activities both self-initiated or identified in a review</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>
<b>Planning and Organising</b>	<ul style="list-style-type: none"> <li>Able to plan own work and deliver effective, agreed outcomes as per scheduled</li> <li>Good understanding of service management processes such as incident management and problem management, including major incidents</li> </ul>	<p>E</p> <p>E</p>



	<ul style="list-style-type: none"> <li>• Able to identify and design service improvements for more efficient processes</li> </ul>	E
<b>Initiative and Problem Solving</b>	<ul style="list-style-type: none"> <li>• Experience of resolving incidents that are escalated from other colleagues that are technical in nature, or involve a challenging situation</li> </ul>	E
<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>• Evidence of a set of strong technical capabilities relating to industry standard technology</li> <li>• Evidence of being able to develop skills through self-learning and investigation</li> <li>• Good knowledge of desktop operating systems such as Windows 10</li> <li>• Knowledge of AV presentation displays (Projectors, display screens)</li> <li>• Knowledge of AV presentation switching and distribution (switchers, scalars, extenders)</li> <li>• Knowledge of Digital Video</li> <li>• Knowledge of conferencing and collaboration software and hardware (USB AV interfaces, Ms Teams Video meetings, Video Conferencing, Zoom, Skype)</li> <li>• Knowledge of audio systems and audio hardware (microphones, mixers, cables, amplifiers, speakers)</li> <li>• Knowledge of Computer networks and WIFI</li> <li>• Knowledge of Office 365 suite</li> </ul>	E E E E E E E E E
<b>Liaison and Networking</b>	<ul style="list-style-type: none"> <li>• Experience of sharing knowledge and experience with others openly and effectively</li> <li>• Creates networks of people across professional service and academic departments to take a collegiate approach to supporting business objectives</li> </ul>	E E

**E – Essential: requirements without which the job could not be done.**

**D – Desirable: requirements that would enable the candidate to perform the job well.**