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 Technician (Teaching Side Support)	

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

Competency	Criteria	E/D
Communication	Excellent communication skills with a good command of the English language both orally and in writing.	E
	Excellent face to face and telephone manner and able to support and empathise with users of the service	E
	Act in a fair and respectful way in dealing with others including active listening to people's concerns and issues.	E
	Able to communicate technical information in a non-complex manner and provide user training in person and over the phone	E
Teamwork and Motivation	Understands purpose of role and how that contributes to the work of the team	E
	Calm under pressure and able to ask for support when needed.	E
	Open to taking on new roles and is enthusiastic about developing new skills and seeking new opportunities.	E
	Actively engages in self-learning activities whether self-initiated or recommended through a mentoring programme	E
Planning and Organising	Able to plan own work and deliver effective, agreed outcomes as per scheduled.	E
	Follows processes efficiently	E
	Update team members and line manager on tasks undertaken	E
Initiative and Problem Solving	Able to escalate issues appropriately when outside of technical knowledge or when they become critical in nature	E
	Can gather effective diagnostic information for escalation of technical issues and maintain an interest in resolutions for self-improvement	E

Knowledge and Experience	Evidence of capability for developing technical skills	E
	Basic knowledge of desktop operating systems such as Windows 10	D
	Knowledge of AV presentation displays (Projectors, display screens)	D
	Knowledge of AV presentation switching and distribution (switchers, scalers, extenders)	D
	Knowledge of Digital Video	D
	Knowledge of conferencing and collaboration software and hardware (USB AV interfaces, Ms Teams Video meetings, Video Conferencing, Zoom, Skype)	D
	Knowledge of audio systems and audio hardware (microphones, mixers, cables, amplifiers, speakers)	D
	Knowledge of Computer networks and WIFI	D
	Knowledge of Office 365 suite	D
Liaison and Networking	Get to know colleagues across the division and understand how the team operates within a wider organisation.	E
	Creates networks of people across the division for further understanding of other teams and technology.	E
Other Requirement	Ability to work shift pattern	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.