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 (End User Computing Service Line)

Department/Division: Data & Technology Services
Accountable to: End User Computing Service Line Manager

Competency	Criteria	E/D
Communication	Confidently handle challenging conversations or situations and support others in the process.	E
	Listen to, understand, respect and accept the value of different views, ideas and ways of working.	E
	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 in time-sensitive situations.	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	Understand the purpose of the role and how that contributes to the work of the team.	E
	High degree of enthusiasm for delivering the work of the department.	E
	Calm under pressure when dealing with urgent issues or high-profile users and situations.	E
	Actively engage in self-learning activities both self-initiated or identified in a review.	E
Planning and Organising	Able to plan own work and deliver effective, agreed outcomes as per scheduled.	E

	Good understanding of service management processes such as incident management and problem management, including major incidents.	E
	Able to identify and design service improvements to the support service.	E
	Demonstrate a proactive attitude towards support.	E
	Able to prioritise competing tasks in an efficient and practical manner.	E
Initiative and Problem Solving	Experience of resolving incidents that are escalated from other colleagues that are technical in nature or involve a challenging situation.	E
Knowledge and Experience	Evidence of a strong technical background relating to industry standard technology	E
	Evidence of being able to develop skills through self-learning and investigation	E
	Good knowledge of desktop operating systems such as Windows 10/11, MacOS and Ubuntu	E
	Knowledge of using systems management software such as SCCM, Intune or JAMF	E
	Knowledge of Computer networks and WiFi	E
	Knowledge of support and administration of Office 365 suite and other off-the-shelf Productivity and collaboration tools	E
	Knowledge of working with an IT service management tool to manage incidents and service requests	E
	Knowledge of latest standards for hardware for desktop computing	E
	Knowledge of using and installing hardware components and peripherals for desktop and mobile devices	E
	Knowledge of mobile computing and latest standards of mobile phone such as iOS and Android	E
	Knowledge of printing services and hardware	E
	Understanding of security and data protection principles	E
	Knowledge of administering VOIP telephony	E
	Project management skills	D
	Knowledge of central application deployment	D
	Good understanding of procurement processes and financial regulations	D
	Awareness of basic Cloud computing services and providers	D

| Liaison and Networking | Experience of sharing knowledge and experience with others openly and effectively. | E |
| | Able to develop networks of people across professional services and academic departments to take a collegiate approach to supporting business objectives. | 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.