



## 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 (Hardware Asset Management Service Line)

**Department/Division:** Data & Technology Services  
**Accountable to:** Hardware Asset Management Service Line Manager

Competency	Criteria	E/D
<b>Communication</b>	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
<b>Teamwork and Motivation</b>	Understand the purpose of the role and how that contributes to the work of the team and to supporting colleagues across the school.	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
<b>Planning and Organising</b>	Able to plan own work and deliver effective, agreed outcomes as per scheduled.	E



	<p>Demonstrable experience of service management processes such as incident management and problem management.</p> <p>Able to identify and design service improvements to the support service.</p> <p>Demonstrate a proactive attitude towards support.</p> <p>Able to prioritise competing tasks in an efficient and practical manner.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>
<b>Initiative and Problem Solving</b>	<p>Experience of resolving incidents that are escalated from other colleagues that are technical in nature or involve a challenging situation.</p>	<p>E</p>
<b>Knowledge and Experience</b>	<p>Evidence of up to date knowledge of IT procurement within an organisation</p> <p>Evidence of being able to develop skills through self-learning and investigation</p> <p>Experience of configuring and managing desktop operating systems including Windows and Mac OS</p> <p>Experience of using systems management software such as Intune or JAMF</p> <p>Experience configuring and troubleshooting Computer networks and WiFi on devices</p> <p>Evidence of delivering continual service improvement and problem management.</p> <p>Experience of working with an IT service management tool to manage incidents and service requests</p> <p>Demonstrable knowledge of latest standards for hardware for desktop computing</p> <p>Experience of configuring mobile devices and peripherals</p> <p>Experience of managing mobile computing and latest standards of mobile phone such as IOS and Android</p> <p>Demonstrating an understanding of security and data protection principles</p> <p>Knowledge of central application deployment</p> <p>Good understanding of procurement processes and financial regulations</p> <p>Experience of using power automate.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p> <p>D</p>
<b>Liaison and Networking</b>	<p>Demonstrable evidence of sharing knowledge and experience with others openly and effectively.</p>	<p>E</p>



	Able to develop networks of people across professional services and academic departments to take a collegiate approach to supporting business objectives.	E
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**E – Essential: requirements without which the job could not be done.**

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