# 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: IT Support Officer**

**Department/Division: CEP/CASE/CVER/STICERD Accountable to: IT Manager**

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| **Criteria** | **Evidence** | E/D |
| **Knowledge and Experience** | * Educated to Degree-Level (or equivalent) in a technical subject or significant relevant work experience * Excellent general IT skills, including experience installing and supporting Microsoft Windows, OSX and Microsoft Office software suite in a networked environment, plus mobile operating systems iOS and Android * Excellent knowledge of computer hardware, fault finding and replacement of parts. With experience in a wide range of differing manufacturers, e.g. Dell, HP and Apple. * Knowledge of Microsoft Windows Server systems administration, including Active Directory services, systems security and patching, systems monitoring and backup. * Experience of editing web pages and use of HTML coding. * Experience of IT and data asset management * Knowledge of ITIL or other best-practice service management and control * Previous experience working in a Higher Education environment. | E  E  E  E  D  D  D  D |
| **Communication** | * Excellent interpersonal skills essential to maintaining good working relationships with both academic and non-academic members of the LSE with widely different levels of IT competence. * Excellent written and spoken communication skills, including the ability to produce clear and accurate documentation. | E  E |
| **Teamwork and motivation** | * Ability and willingness to promote actively team values and team working, including accepting and promoting agreed standards, encouraging and supporting other team members, and supporting management in achieving agreed goals. * Ability to work on own initiative. | E  E |
| **Liaising and Networking** | * The ability to communicate effectively with team colleagues, other IT Services staff and other service personnel across the School, and external 3rd party suppliers and vendors. | E |
| **Service Delivery** | * Ability to provide first line technical and user support * Ability to prioritise and co-ordinate resources to ensure effective service delivery standards are maintained. * Experience of providing frequent customer service to large number of users. | E  E  D |
| **Planning and organising resources** | * Ability to manage time efficiently. * Ability to plan and organise workload and consistently meet deadlines, often under pressure. * Ability to prioritise competing user demands * Experience of administrative and organisational roles, demonstrative ability to keep the teams administrative requirements in check | E  E  E  E |
| **Initiative and problem solving** | * Attention to detail. * Ability to use a number of different resources to find the solution to a problem. * Ability to discover and introduce more effective ways of carrying out a task or process. | E  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.**