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 (Student & Teaching Service Line)

Department/Division: Data & Technology Services Accountable to: Student and Teaching Service Line Manager

Competency	Criteria	E/D
Communication	Confidently handle challenging conversations or situations and can 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	Understands purpose of 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 engages 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	D
	Demonstrates 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 and Mac OS	E
	Good understanding of desktop and mobile computing	E
	Knowledge and experience of using systems management software such as SCCM or JAMF	D
	Awareness of Cloud computing services and providers	D
	Knowledge and experience of Active Directory	E
	Good knowledge and experience of troubleshooting hardware issues and liaising with third party vendors to help resolve	E

	technical issues	
	Strong diagnostic skills for resolving or escalating incidents relating to IT equipment	E
	Knowledge and experience of deploying applications to student desktops and institution-owned portable devices	D
	Solid diagnostic skills for resolving or escalating incidents or problems relating to applications	E
	Knowledge of Computer networks and WIFI	D
	Knowledge of working with an IT service management tool to manage incidents and service requests	D
	Knowledge of using Office 365 suite and other off-the-shelf Productivity and collaboration tools	E
	Understanding of security and data protection principles	D
	Project management skills	D
	Good understanding of procurement processes and financial regulations	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	D

E – Essential: requirements without which the job could not be done.
D – Desirable: requirements that would enable the candidate to perform the job well.