Person Specification

IT Support Manager

Please use the application form to outline how your skills, knowledge and experience meet the requirements of the role, as detailed in the job description, and demonstrate the attributes highlighted in the person specification.
You may wish to draw on both past employment and/or out-of-work activities.

Qualifications
Essential: University degree (or equivalent) in a relevant subject (eg Computer Science)
Essential: Full driving licence
Desirable: Several years of demonstrated work experience in the support and delivery of IT services. (The work experience may be gained through a combination of paid employment, volunteer or apprenticeship position)

Key competencies
- Intuitive user of tech
- Recognises opportunities for improvement and proposes change with impact and effect
- Drives forward improvements and innovations within own area of responsibility, **adding value** where appropriate
- Demonstrates flexibility in order to achieve an objective
- Organised and self-motivated
- Prioritising and meeting deadlines
- Diplomacy and good team-working with a wide range of people
- Regularly share information of value with colleagues

Experience
- Demonstrated ability to advise others of technical solutions and delivering successful outcomes
- Administrative support within a professional environment

Knowledge
- Competent use of IT systems including Microsoft Office suite
- GDPR and e-communications frameworks

Skills
- Excellent written and verbal communication skills
- Creative thinking and solution building abilities
- Strategic thinking and operational planning capabilities
- Ability to work autonomously and in teams
- A can-do attitude