**Required experience, skills & abilities :**

1. Educated to degree level, or equivalent professional qualification and/or experience working in a relevant area of IT **(Essential)**
2. Relevant IT Qualification, Service Management Qualification, ITIL or equivalent current experience **(Desirable)**
3. Experience of Microsoft Office Suite specifically Microsoft Excel. **(Essential)**
4. Experience of handling and interpreting data from multiple sources to inform decisions and create reports. **(Essential)**
5. Experience of Liaising with External Suppliers and contract management. **(Essential)**
6. Well-developed organisational skills, with experience of managing and prioritising large portfolios of work. **(Essential)**
7. Experience of IT Service Management in a Higher Education environment to maintain high levels of customer satisfaction. **(Desirable)**
8. Experience of Asset Management and maintaining accurate records to track the full lifecycle of equipment including Sustainability reporting. **(Desirable)**
9. Experience of supporting end users in Procurement of equipment to achieve best operational practices including service-related documentation. **(Essential)**
10. Excellent written and verbal communication skills, coupled with the emotional intelligence to develop strong professional relationships with all staff. **(Essential)**
11. Ability to approach problem-solving in a pragmatic, organised, and efficient manner, with the capability to document and convey technical information to colleagues. **(Essential)**
12. Proven track record of personal development in relevant fields, along with a commitment to ongoing growth. **(Essential)**
13. Proven experience of managing, motivating, training and coaching a team. **(Essential)**