PERSON SPECIFICATION
IT Engineer, ISS
Vacancy Ref: N1966

Criteria	Essential / Desirable	Application Form / Supporting Statements/ Interview *
A general understanding of IT and AV systems specifically on those that may be used in a higher education context	Essential	Supporting Statements / Interview/Test
Experience and understanding from a support perspective of PC Platforms, AV and Video Conferencing Equipment, Microsoft applications, operating systems and the Microsoft Office Suite	Essential	Supporting Statements / Interview/Test
Experience of working in a team based IT support environment and the application of ITIL like processes	Essential	Supporting Statements / Interview
Demonstrate logical and systematic problem solving skills and the ability to work under their own initiative	Essential	Supporting Statements / Interview/Test
Ability to work, and communicate, effectively with staff at all levels of seniority and technical ability	Essential	Interview
Level 3 qualification, equivalent to at least 2 'A' levels in an IT or related discipline	Essential	Application Form
Demonstrate willingness to undertake continuing professional development	Essential	Application form/ Interview
Experience of supporting the Apple Macintosh platform for client environments.	Desirable	Supporting Statements / Interview
Knowledge of managing IOS and Android devices	Desirable	Supporting Statements / Interview
Knowledge of using linux client machines	Desirable	Supporting Statements / Interview

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- **Application Form** – assessed against the application form, curriculum vitae and letter of support. Applicants will not be asked to answer a specific supporting statement. Normally used to evaluate factual evidence eg award of a qualification. Will be "scored" as part of the shortlisting process.
- **Supporting Statements** - applicants are asked to provide a statement to demonstrate how they meet the criteria. The response will be "scored" as part of the shortlisting process.
- **Interview** – assessed during the interview process by either competency based interview questions, tests, presentation etc.