# PERSON SPECIFICATION

# IT Engineer, ISS

**Vacancy Ref: X**

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| **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 |

* **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.