

Hambleton District Council

ICT SERVICE

PERSON SPECIFICATION

ICT TECHNICAL TEAM LEADER (Grade 13)

Qualities	Essential	Desirable	Assessment of Criteria
Educational and Professional Qualifications	<ul style="list-style-type: none">• HND in Computing or equivalent.• Must be numerate.	<ul style="list-style-type: none">• Degree in Computing Science or equivalent.• MCSE / Cisco (/Brocade) /SAN (/HDS) certification	A, D
Experience	<p>Minimum of 4-5 years' experience covering four or more of the following:</p> <ul style="list-style-type: none">• Virtual Platform VMWare (/Hyper-V) \Server technical support;• MS Windows Active Directory, DHCP, DNS, Profiles, Group Policy• MS-Office365; Desktop and Mobile hardware & technology• MS-Exchange, Spam Filtering• Firewall, Anti-Virus, Web Filtering, Encryption, Patch management• LAN, WAN and/or SAN technology Including TCP-IP and	<ul style="list-style-type: none">• Experience of PSN CoCo compliance and/or PCIDSS• Experience of security standards such as ISO27001.• Managing a Service Desk.• Experience of working with recognised Project Management methodologies.• ITIL Service Management skills.• Powershell skill	A, I, R

	VOIP <ul style="list-style-type: none"> • Working knowledge of Backup Strategies, Disaster Recovery Procedure • Project Management 		
Personal Competencies	<ul style="list-style-type: none"> • Customer Care awareness. • Good communication skills, both written and verbal • Ability to drive and lead change processes, and to adapt your own approach to a changing environment • Ability to plan, priorities and organise work activities, including ensuring the adequate allocation of resources • Ability to articulate ICT matters to non technical people, use interpersonal skills to communicate clearly and concisely • Analytical in approach to dealing with problems. • Ability to represent the Council in a professional manner. 	<ul style="list-style-type: none"> • Ability to promote ICT services throughout the Council. 	I, R
Other requirements	<ul style="list-style-type: none"> • Flexible approach to working time arrangements. • Contribute to the Council's ICT 		I, R, D(driving license)

	<p>Technical Strategy</p> <ul style="list-style-type: none"> • Personal integrity, initiative, and ability to behave responsibly. • Full UK Driving Licence and car availability for work use. 		
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A = Application Form, D = Documentary Evidence, I = Interview, R = References.