



South Tyneside Council

BUSINESS AND RESOURCES

PERSON SPECIFICATION

POST TITLE: System Support Officer

GRADE: Band 6

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Educational Attainment	<ul style="list-style-type: none"> Relevant ICT qualification 	<ul style="list-style-type: none"> Degree in an ICT subject 	<ul style="list-style-type: none"> Application form Certificates
Work Experience	<ul style="list-style-type: none"> Relevant work experience in an ICT system and user support Significant experience of dealing with system change requests and implementation of system changes/upgrades Significant experience of user support both via telephone and face to face Relevant work experience within a customer service role 	<ul style="list-style-type: none"> Significant and relevant work experience in an ICT application support environment Significant experience of service introduction process activities including design, change, release and configuration management activities Experience of working with social care case management systems (i.e. Liquid Logic), education systems or mapping systems Experience of training in case management systems 	<ul style="list-style-type: none"> Application form Interview References Computer Assessment
Knowledge/ Skills/ Aptitudes	<ul style="list-style-type: none"> Good organisational skills Good interpersonal skills Able to communicate clearly, patiently and effectively with customers, management and staff Capacity to learn and share learning with others 	<ul style="list-style-type: none"> Knowledge of Business Applications e.g. SWIFT, ICS, Liquid Logic LAS and Liquid Logic LCS Knowledge of SQL, QBF and other report writing tools 	<ul style="list-style-type: none"> Interview References Computer Assessment
Disposition	<ul style="list-style-type: none"> Customer focussed Friendly, helpful and approachable Able to work effectively both individually and as part of a team Able to work under pressure to meet deadlines Methodical and organised in approach to work 	<ul style="list-style-type: none"> Committed to assisting in the career development and progression of other team members 	<ul style="list-style-type: none"> Interview References Computer Assessment

	<ul style="list-style-type: none"> • Adaptable to change • Committed to continued professional development • Able to inspire and motivate • Flexible approach to work • Committed to the principles of equality and diversity 		
Circumstances	<ul style="list-style-type: none"> • Able to work outside of office hours • Full current driving licence or access to a means of mobility support • Willing to use own transport (if available) for work duties when necessary • Baseline security clearance 		<ul style="list-style-type: none"> • Application form • Interview • Basic check