****

**Person Specification**

**Job Title:** Technical Support Officer Level 2

**Service:** ICT Service

**Role Profile reference:** OS4

|  |  |
| --- | --- |
| **Essential Requirements** | **Method of Assessment** |
| **Experience / Education / Training**  Good level of knowledge and significant period of relevant work experience of a minimum of 3 years in respect the following application:   * LiquidLogic   In the following areas:   * Application installation including any component modules and associated services * Resolving problems and business issues in respect of the application * Performing evaluations of new functionality, upgrades and enhancements to existing functionality * Testing application developments, including unit testing of configuration before release to end users * Application configuration and reporting, including:   + Access and security   + Outputs, e.g. documents, emails, messaging   + Interfaces and integration to internal and external stakeholders * Resolution of escalated incidents and completion of service requests * Liaison with third parties, e.g. business users, suppliers, third party stakeholders | Application Form / Interview |
| **Skills / Knowledge and Ability**   * Be able to communicate effectively verbally, in person or over the telephone, and in writing to share and obtain information. * Be able to provide excellent customer service by being able to delight customers, and deliver high quality tailored services to meet needs and exceed expectations. * Listens to others to assess requirements in order to respond appropriately and efficiently. * Proven ability and experience in designing solutions within areas of technical expertise that take into account the long term requirements of the business and consider any interoperability with other technical areas * Excellent and proven troubleshooting skills that evidence a good general understanding of own technical areas. * Ability to mentor and coach team members * Ability to make effective decisions which balance competing objectives and resources. * Ability to develop strategies for ensuring the security of IT systems and data * Able to work on own initiative. * Able to see tasks through to completion, ensuring they are completed on time or to deadlines and to a high degree of accuracy. | Application Form / Interview |
| **Work Related Circumstance**  Ability to travel to meet the requirements of the post  The requirement to work out of hours to undertake essential disruptive ICT work with minimal impact to the business areas – this will include weekend and evening work.  Commitment to Equal opportunities | Interview  Application Form / Interview  Interview |