South Tyneside Council

BUSINESS AND RESOURCES

PERSON SPECIFICATION

POST TITLE: Support Technician

GRADE: Band 4 – 6 (Career Grade)

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Educational Attainment		• A degree in an ICT subject • One or more relevant MCP qualifications • ITIL V3	• Application form • Certificates
Work Experience	• Relevant work experience in a similar role within the last 3 years	• Significant work experience in a similar role • Support of Microsoft desktop operating systems	• Application form • Interview • References • Technical Test
Knowledge/ Skills/ Aptitudes	• Good working knowledge of MS Windows 7/8.1 and MS Office 2010 products • Good verbal and written communication skills • Good desktop operating system diagnostic capabilities	• MS Windows 10 Operating System • MS Office 365 • Microsoft SCCM • Citrix thin client technologies • Active Directory support and management • Microsoft Exchange 2010/2016 • Basic network troubleshooting • Apple iOS support and troubleshooting • Android OS support • Mobile Device Management	• Interview • References • Technical Test
Disposition	• Able to work effectively both individually and as part of a team • Understand the importance of SLAs • Flexible approach to work • Committed to the principles of equality and diversity		• Interview • References

Circumstances	• Able to carry and install computer equipment • Full current driving licence or access to a means of mobility support • Willing to use own transport (if available) for work duties when necessary • Prepared to work outside of office hours when required • Baseline security clearance		• Application Form • Interview • Basic check