Person Specification	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
SKILLS AND KNOWLEDGE	- Strong technical pc hardware knowledge - Strong interpersonal skills, the right attitude and effective communication style to build rapport with engineers and suppliers - High level of confidence to make decisions and use own judgement - Possess appropriate interpersonal skills to diffuse difficult situations and be able to convey bad news in a positive manner - Able to absorb technical training for new customers and be able to put the learning into practice quickly and efficiently - Possesses the right can do attitude to cope with an environment of change and help to facilitate the department's reaction to it - Possess an excellent telephone manner, able to convey understanding and empathy to engineers. - Able to support other team members on TSG and work closely with contact centre members. - High level of computer literacy and able to use Microsoft packages	- Software knowledge - Knowledge of EPOS industry - Previous CRM ticket system experience in a service industry.	CV and Interview
QUALIFICATIONS AND TRAINING	- GCSE Maths and English - IT hardware and software training	- IT software/hardware qualification or qualified by experience - Customer service qualification - Telephone techniques training	- CV - Certificates

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Person Specification – Technical Call Vetting Engineer

Person Specification	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
EXPERIENCE	• Experience of dealing with customers directly • PC and peripheral equipment hardware and software repair experience • Mechanical ability	• EPOS equipment repair experience • Used to working with other resolver groups	• CV and Interview
PERSONAL ATTRIBUTES	• Professional approach with "can do attitude" • Smart appearance and presented well at all times • Can cope with an environment of pressure and change • Logical and methodical thinker • Self-motivated with ability to prioritise work • Flexible and willing to work outside of business hours • Willing to cover the team leader if requested		• Interview and Reference

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